



INDEPENDENT FLIGHT SCHEDULING SYSTEMS ADVISORY

AIRLINE IOCC SYSTEMS ADVISORY

Master Your Skies

Independent, vendor-neutral advisory for airline flight scheduling and Integrated Operations Control Centre (IOCC) systems.

Company Introduction & Capability Brochure | Nairobi, Kenya | opsxconsult.com | 2026



ABOUT OPSX CONSULT

Who We Are

OpsX Consult is an independent, technology-neutral advisory firm specializing in airline operational performance. We partner with airline IOCCs across Africa and globally to streamline and optimise operational processes. From long-term crew and aircraft utilization planning through to real-time disruption management and recovery.

We work at the intersection of Flight Operations and IT, bringing hands-on airline experience to every engagement. Our brief is to help airlines select, implement, and extract full value from their flight-scheduling systems.

65+

Combined years of IOCC operational experience

04

Sequential advisory service lines

0%

Commercial ties to any vendor

100%

Airline-first, evidence-based counsel

Our Mission

Guiding airlines toward smarter, future-ready systems

"Our mission is to guide airline clients in leveraging technology that supports their unique IOCC workflows. Linking rich, data-driven operational decisions to the broader business strategy."

Why It Matters

Flight scheduling systems are expensive, multi-year commitments. A wrong selection costs years of re-negotiation, workaround processes, and under-performance. OpsX exists to remove that risk by bringing structured, defensible, and independent decision support to every stage of the system lifecycle - From requirements discovery, through vendor selection and implementation, to post-go-live performance accountability.

WHY AIRLINES CHOOSE OPSX

Independent Guidance. Proven Results.

Our stepwise approach ensures every engagement stage builds on the last — delivering seamless integration across crewing, operations control, and third-party systems.



Independent & Unbiased

We hold no commercial relationship with any scheduling-system vendor. Our only allegiance is to your operational success.



Cross-Domain Expertise

Hands-on experience across crewing, operations-control, and integration domains — with working knowledge of AIMS, Sabre, iFlight, and TOPS.



A Holistic View

We bridge silos across Operations, Crewing, Maintenance, Finance and HR to deliver ecosystems that work together, not against each other.



Future-Ready Execution

We go beyond compliance — helping airlines treat change as a driver of innovation in an AI-driven era.

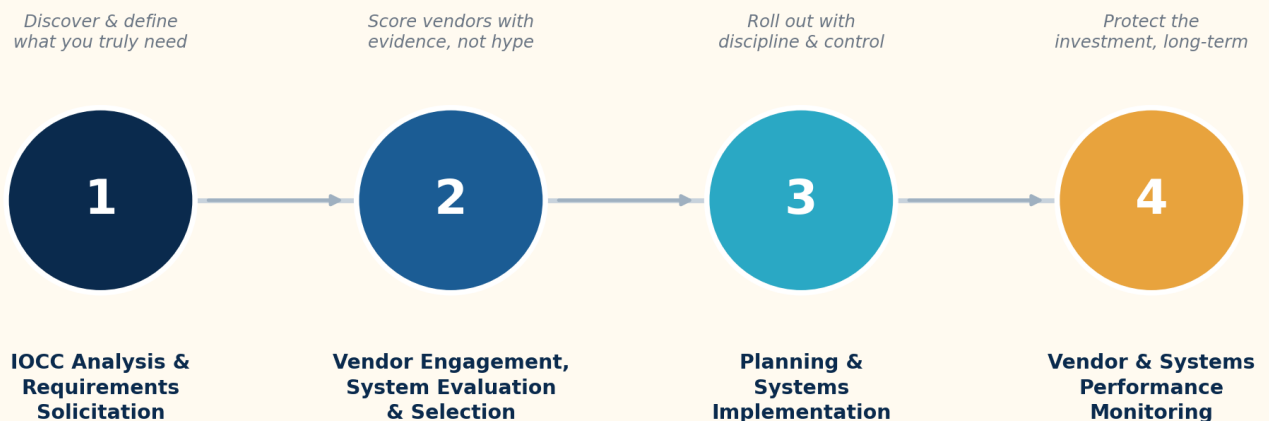
The Business Case: Real Operational Benefits

- Analyse OTP metrics to identify and mitigate primary delay causes
- Model scenarios to compare and optimise scheduling parameters
- Track true operational costs across crew and fuel
- Lift crew satisfaction through preferential bidding, fair-based scheduling and mobile access
- Enable collaborative decision-making with sophisticated alerting and process automation
- Integrate cloud-based, real-time data feeds for better operational visibility

HOW WE WORK

A Structured Four-Phase Engagement Model

OpsX brings a structured, sequential process to every airline engagement — from IOCC requirements discovery through to post-go-live vendor accountability. Each phase is a standalone service; together, they form a complete, defensible pathway from problem definition to sustained operational value.



Guiding Principle

A requirement that cannot be tested cannot be evaluated. Once a contract is signed, an airline is locked in. Every recommendation OpsX makes is built to withstand that scrutiny, with clarity, evidence, and discipline.

Engage Us at Any Stage

Airlines rarely need all four phases at once. Whether you are scoping a first-time IOCC system, running a competitive vendor selection, mid-way through a rollout, or reviewing an incumbent vendor's performance, OpsX can engage at the stage that matches your current need, and hand off cleanly to the next.

OUR SERVICES |

SERVICE 01



IOCC Analysis & Requirements Solicitation

Task-level requirement capture, gap analysis, and RTM production for IOCC system selection

Requirements solicitation in an IOCC context is not a checklist exercise. It begins with a critical analysis of the current operational environment against the airline's future desired state, then captures requirements at task level, precise enough to serve as the definitive basis for vendor assessment and eventual contract obligation. Vague or unchallenged requirements are the leading cause of system-implementation failure.



Inside a modern predictive IOCC: real-time schedule health, disruption monitoring, and AI-assisted recovery.

A Five-Phase Methodology

- Mobilization & Scoping - align stakeholders and define programme boundaries
- Current-State Discovery - map existing workflows across crewing and operations control
- Gap Analysis - benchmark current state against future operational needs
- Requirements Elicitation & Documentation - capture specific, measurable, testable requirements
- Validation & Sign-Off - secure stakeholder consensus on the final Requirements Traceability Matrix

Pillars under scrutiny

- Crewing
- Aircraft Utilization
- Flight Tracking & Monitoring
- Disruption Management (IROPS)

Key Deliverable

A complete, auditable Requirements Traceability Matrix (RTM) spanning the Crewing and Operations Control domains — the foundation for every downstream procurement decision.

OUR SERVICES |

SERVICE 02



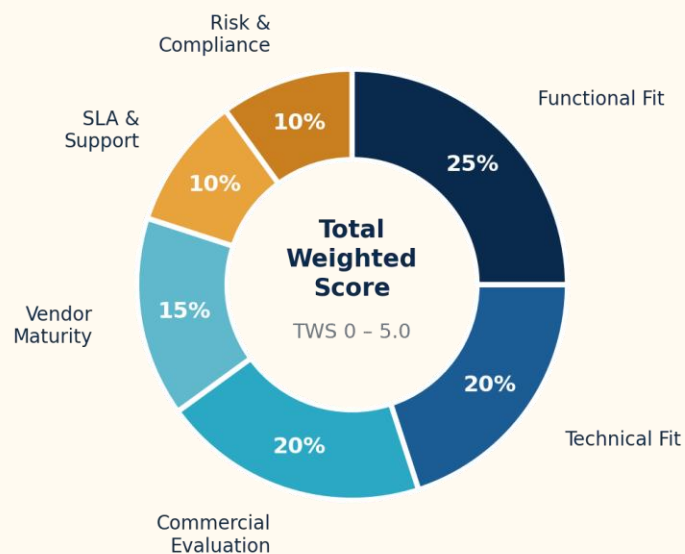
Vendor Engagement, System Evaluation & Selection

A Balanced Scorecard framework for RFI, RFP, demonstration assessment, and TWS-based selection



Every selection decision is a runway to the next stage of the airline's operation.

We cut through vendor hype with a rigorous, auditable Weighted Scoring Model. Each vendor is scored 1–5 across six Balanced Scorecard components, each carrying a strategic weight, to produce a single, defensible Total Weighted Score (TWS) — replacing subjective, relationship-driven decisions, with evidence.



Vendors are evaluated across six dimensions. Selection rests on evidence - not a sales deck.

Governance Rule

A vendor scoring 4.50 or above is an Exceptional Fit. Any vendor scoring below 3.00 on Functional Fit triggers mandatory committee review - regardless of overall Total Weighted Score.

OUR SERVICES |



SERVICE 03

Planning & Systems Implementation

Independent oversight of system implementation, data migration, and go-live readiness

Implementing an airline operations-control system is one of the most consequential technology investments a carrier will make. Done well, it transforms operational capability; done poorly, it drains budgets and leaves teams working around the system rather than with it. OpsX provides independent, structured oversight across four integrated workstreams.



Structured oversight, built around the people who have to live with the system.

- Implementation Management - governs the end-to-end deployment lifecycle: planning, design, configuration, testing, cutover and handoff.
- Integrated Risk & Gap Management - continuous identification, classification and resolution of programme risks.
- Organisational Change Management - builds user competence and confidence across all stakeholder groups ahead of go-live.
- Decision-Making Tools & Templates - scorecards, registers and decision matrices for objective, evidence-based programme decisions.

System vendors build the technology. Airlines operate the business. We make sure the two work seamlessly together. As a trusted third-party partner, we provide our clarity and deep aviation expertise to every planning and implementation engagement.

Advisory Note

Failure rarely originates in the technology itself. It originates in insufficient readiness assessment, governance gaps, change resistance, and the absence of structured decision tools.

OUR SERVICES |

SERVICE 04



Vendor & Systems Performance Monitoring

Post-implementation SLA compliance tracking and continuous performance accountability



A system that performs well at go-live is not guaranteed to perform well at month 18. Performance degrades with data-volume growth, integration drift, and vendor resource reallocation. Only continuous, structured monitoring surfaces these trends before they become operational incidents.

Ensuring business benefits are realized, sustained and continuously improved.

Seven Tracked Performance Dimensions

- System Performance & Reliability - technical infrastructure stability.
- Functional Performance - core scheduling capability delivery.
- Vendor Service Delivery - support quality and SLA compliance.
- Business Value Realization - ROI and benefit achievement.
- User Experience & Adoption - satisfaction and system utilization.
- Integration & Data Quality - connectivity and data accuracy.
- Contractual & Commercial Compliance - obligations, credits and renewal readiness.

Key Deliverable

A phased measurement roadmap — built collaboratively with operations, IT, finance and vendor teams, that embeds performance accountability progressively, rather than instrumenting everything at once.

MODULE ADVISORY

Not Sure Which Modules You Actually Need?

OpsX partners with airlines to select vendor modules that map precisely onto flight-operations functions. No more, no less. Smart scheduling technology turns reactive operations into proactive, data-driven decisions that benefit passengers, IOCC teams, and the bottom line.



Crewing Management

- Manpower & pairings planning
- FTL rules & fatigue risk management
- Preferential bidding / fair assignment
- Vacation management
- Hotac management
- Disruption recovery & crew tracking
- Crew training , briefing & allowance management .etc.



Operations-Control Management

- Flight schedule maintenance & tail assignment
- Aircraft rules & utilization scheduling
- Movement control & flight watch
- IROPS disruption recovery
- ATC slots, ACARS & weather messaging etc.



Business Aviation

- Timetable generation & SSIM import/export
- Recurring, seasonal & ad-hoc flight scheduling
- Airport slot management
- Charter quotations & cost/revenue analysis etc.



3rd-Party Integration Layer

- Finance, HRMS & crew payroll interfaces
- Flight planning & engineering / MRO systems
- Crew fatigue models (BAM / FAID / SAFE)
- OAG flight schedules & real-time data feeds etc.

The image shows a composite scene. On the left, an OpsX aircraft flies above a layer of clouds. On the right, three operators are seated at a desk in a control room, looking at multiple computer monitors. The monitors display various data visualizations: a 'SCHEDULE HEALTH' dashboard with 'ON TIME PERFORMANCE' at 87% and 'COMPLIANCE RATING' at 98%; a 'DISRUPTION MONITOR' with a world map; a 'RESOURCE OVERVIEW' table showing aircraft, crew, and gate status; and a 'WEATHER INTELLIGENCE' map. The OpsX logo is prominently displayed in the bottom left of the image area.

OpsX. | Turning Complexity into Clarity.
Today. Tomorrow. Together.

MODERN FLIGHT SCHEDULING EXPERTS BEST-FIT TECHNOLOGY DATA-DRIVEN DECISIONS PARTNER-FOCUSED



READY TO FLY HIGHER?

Book a Free 30-Minute Consultation

Whether you're reviewing a legacy system, preparing for growth, or simply seeking clarity on your scheduling systems roadmap — engage OpsX and chart your course to unparalleled operational efficiency.

PHONE +254 722 476 554

EMAIL info@opsxconsult.com

ADDRESS Mucai Drive, Nairobi, Kenya

WEB opsxconsult.com

LINKEDIN linkedin.com/company/opsx-consult

WORK HOURS Monday–Friday, 08:00–16:00 EAT

OpsX Consult | Independent Advisory | Aviation Operations | Prepared for Airline Client Introduction