



Gulfstream Aerospace Corporation: At the forefront of cockpit technology

As the world’s most advanced business jet manufacturer, Gulfstream Aerospace Corporation is constantly at the forefront of cockpit technology.

To meet the evolving needs of aviation customers, Gulfstream partnered with Gazoo Mobile to develop the world’s first “paperless cockpit” solution for the iPad, giving pilots immediate access to the latest aircraft operating procedures on the ground and in flight.

 <p><i>“Gazoo Mobile is an ideal mobile partner. Their team is very flexible, responsive, and capable. They have worked very well with our marketing and IT teams, and have helped us through two complex iPad projects so far. We look forward to a continued successful relationship.”</i></p> <p>- Jonathan King, Senior Manager, Interactive Marketing Gulfstream Aerospace Corporation</p>	CASE STUDY HIGHLIGHTS	
	<p>Company Gulfstream Aerospace Corporation, a wholly-owned subsidiary of General Dynamics (NYSE: GD), designs and manufactures the world's most technologically-advanced business jet aircraft.</p> <p>Industry: Aerospace Revenue: \$4.4 USD billion, 2011 Headquarters: Savannah, Georgia Aircraft Products: G150, G280, G350, G450, G500, G550, G650</p> <p>Gazoo Mobile solution used: Electronic Publications Platform (customized for Electronic Flight Bags)</p> <p>Business Challenges</p> <ul style="list-style-type: none"> • Staying at the forefront of evolving cockpit technology • Workflow for managing and distributing updates for aircraft manuals • Pilots and operators flying with outdated aircraft profiles • Aviation customers demanding a more streamlined solution to access aircraft manuals 	<p>Why Gazoo Mobile Was Selected</p> <ul style="list-style-type: none"> • Experience deploying enterprise mobile solutions for the aerospace industry • Secure, end-to-end mobile enterprise publications distribution solution <p>Highlights of Mobile Solution</p> <ul style="list-style-type: none"> • Scalable and customizable, integrates easily with current enterprise systems • Centralized portal to manage and distribute document updates • User notifications, over-the-air download of aircraft operating manuals • Intelligent hyperlinking between the entire suite of aircraft manuals <p>Benefits of Gazoo Mobile Manuals</p> <ul style="list-style-type: none"> • Directly reduce bottom-line costs by cutting print and mailing overhead • Demonstrate market leadership in aviation technology • Deliver a relevant mobile solution now, without the lag time of building in-house expertise first • Fly aircraft with the latest operating procedures at all times • Manage regulatory risk with a mechanism to track downloads

Background

Gulfstream Aerospace Corporation, a wholly owned subsidiary of General Dynamics (NYSE: GD), designs, manufactures and services the world's most technologically advanced business jet aircraft.

As a market leader in business aviation, Gulfstream understands the needs of aviation customers and is constantly at the forefront of cockpit technology.

Business Challenges

Gulfstream first pioneered their "Planebook", the world's first "paperless cockpit" solution in 2007, on a Windows-based platform using custom-built hardware and software. With the recent proliferation of mobile tablet technology, Gulfstream recognized the opportunity to innovate upon the existing solution to meet evolving customers needs.

Gulfstream also identified an opportunity to streamline the workflow for distributing aircraft document updates, as the current process was cumbersome for both Gulfstream and aircraft operators.

The Gulfstream Technical Publications team had dedicated staff to manage the printing and mailing of updates, while pilots had to physically flip through manuals weighing 25 - 45 lb.. to replace updated sections.

The process to update Planebook for Windows using mailed CDs was slightly smoother, but Gulfstream was still relying on operators to log onto a Windows desktop to integrate the CD updates.

In addition, neither the print or CD distribution methods allowed Gulfstream to track how many pilots were using the latest flight manuals, potentially posing a regulatory and safety risk.

Taking Flight With a Paperless Cockpit

With experience deploying mobile aircraft manuals at other aerospace companies, Gazoo Mobile was able to deliver a solution that met Gulfstream's objectives quickly and reliably integrated with their back-end systems.

Gazoo Mobile worked with Gulfstream's Flight Operations and Technical Publications teams to understand specific pain points of the current workflow and to identify how mobile technology could streamline the document update process for both Gulfstream and their business aviation customers.

After recommending a platform strategy and within weeks of the initial engagement, Gazoo Mobile had an iPad application for an initial user trial.

During the trial, Gazoo Mobile collaborated with Gulfstream to gather feedback from internal stakeholders, aircraft customers and regulators to refine the solution and use the learnings to smoothly execute a full launch.

The electronic flight manuals are now available for Gulfstream's entire line of business jet aircraft, the G150, G280, G350/450, G500/G550 and G650, which are used for corporate, government, military and defense transportation.



Gulfstream PlaneBook for iPad, built on the Gazoo Mobile Electronic Publications Platform, is currently available for Gulfstream's entire suite of business jet aircraft: Gulfstream G150, G280, G350/G450, G500/G550 and G650.

Features of PlaneBook for iPad

Gulfstream Planebook for iPad, built on the Gazoo Mobile Electronic Publications Platform, met all of Gulfstream's objectives: creating a technologically-advanced paperless cockpit solution, streamlining the distribution of aircraft manual updates, and demonstrating the company's commitment to innovation.

The Platform's secure administration portal allows Gulfstream to easily manage document updates and deliver updates to remote devices from a central location.

Pilots are automatically notified of document updates on their iPads, and over-the-air downloading ensures they always fly with the latest aircraft profiles.

Benefits of Distributing Content on Mobile Devices

Gulfstream has realized an array of measurable benefits from their strategic deployment of cockpit mobile technology.

Leadership in innovation. Proactively meet customer expectations and show a commitment to staying on the leading edge of cockpit technology.

Deliver a relevant mobile solution, without the lag time of building in-house expertise first. Using Gazoo Mobile's existing platform allowed Gulfstream to quickly deliver an innovative solution to meet customer needs and realize tangible cost savings without having to dedicate resources to develop in-house expertise first.

Reduce material and labour costs.

Resources previously dedicated to printing, storing and distributing manual updates can be re-directed to value-added business activities.

Minimize regulatory risk. The tracking mechanism in the content management portal lets Gulfstream confidently identify the number of operators flying with the latest aircraft operating information.

Improve pilot satisfaction. Immediate access to the latest aircraft manuals allows Gulfstream pilots fly with peace-of-mind with the most up-to-date procedures. The lightweight iPad solution also alleviates the physical strain of handling heavyweight manuals.

Increase customer satisfaction. The reduction in weight from a 25-45 lb.. flight manual to a 1.5 lb. iPad saves a significant amount of fuel over the lifetime of a jet, and operators no longer require expensive custom hardware to view electronic flight manuals.

Gazoo Mobile is constantly enhancing the Electronic Publications Platform with new features and continues to work with Gulfstream Aerospace to innovate and expand the capabilities of the paperless cockpit solution.



Gulfstream Planebook for iPad gives pilots easy access to the most up-to-date operating manuals, flight manuals, performance handbooks and minimum equipment lists.

For a demo or pricing information on Gazoo Mobile products for aerospace:

Visit gazoomobile.com/clients
email us at info@gazoomobile.com
call us at **1.416.250.9622**.

About Gazoo Mobile Solutions Inc.

Founded in 2009, Gazoo Mobile is one of the fastest growing mobile development firms in North America and the market leader in mobile enterprise applications for the aerospace and aviation industry.

Gazoo Mobile products are used daily by aviation industry leaders such as Gulfstream, FlightSafety International and Rolls-Royce Aerospace for electronic flight manuals, technical performance (weight and balance), and flight training.

Security, reliability and server-side integration are key features of all Gazoo Mobile solutions. Gazoo Mobile products and technologies are engineered in-house at the Toronto, Canada headquarters.

See product demos and pricing options:

1. Email us at info@gazoomobile.com
2. Call us at 1.416.250.9622
3. Visit www.gazoomobile.com/aerospace

Get the latest enterprise mobility news:

LinkedIn: linkd.in/GazooMobile

Twitter: twitter.com/GazooMobile

Head Office: 421 Eglinton Ave East, Toronto, ON M4P 1M6, Canada
USA: 103 Sweet Gum Rd, Savannah, Georgia, 31410
Middle East: Rimal, The Walk, JBR, Dubai, UAE, PO BOX 487177

Gazoo Mobile Aerospace Clients

