unifyapps

Transforming Flight and Ground Operations with an AI-Native Aviation Cloud

How a leading airline built a reusable, governed foundation for flight monitoring, passenger check-in, aircraft messaging, and ground operations.

19
Days to deploy ground ops e-filing

70%
Reduction in aircraft–ground integration costs

15 min
Automated flight status monitoring

AT-A-GLANCE

Company: Leading Low-Cost Airline

Industry: Aviation

Department: Operations (Flight, Ground, Technical)

HQ / Location: UAE

Scale: Serving over 200 destinations across 50+ countries

Challenge

Controllers manually checked flight status every 15 minutes due to data gaps, ground teams relied on error-prone RPA for document filing and passenger check-in. Aircraft messaging required fragmented, manual processes—slowing response times and increasing operational risk.

Use Cases Transformed Into AI-Native

With UnifyApps, the airline unified flight, ground, and technical workflows into a reusable, AI-Native operations layer:

Intelligent Flight Status Monitoring

BEFORE
Manual flight checks with coverage gaps

AFTER
AI agents poll flight APIs every 15 minutes and auto-update systems

$ COST
Hours spent tracking missing ETAs and ETDs

✓ BUSINESS IMPACT
Proactive exception handling with real-time visibility

Online Check-in Automation

BEFORE
Manual web forms and channel-specific flows

AFTER
GenAI bot with OCR, seat selection, and channel checks

$ COST
High counter staffing and passenger friction

✓ BUSINESS IMPACT
Instant boarding passes and reduced counter queues

Ground Operations E-Filing

BEFORE
RPA bots misfiled documents in SharePoint

AFTER
AI-Native email parsing and intelligent filing workflows

$ COST
High maintenance overhead and audit risk

✓ BUSINESS IMPACT
19-day deployment and 100% accurate audit trails

Aircraft–Ground Messaging

BEFORE
Manual configuration for each message type

AFTER
Event-driven IBM MQ messaging for ops data

$ COST
Integration bottlenecks and limited scalability

✓ BUSINESS IMPACT
70% lower integration cost with real-time messaging

Scalable, Reusable Foundation

Shared flight data, messaging, and document objects enabled reuse across monitoring, check-in, ground ops, and technical systems.

Integrations Used

AeroOps (Flight Data & Status APIs)

Microsoft Teams (for Ground Ops communication)

IBM MQ (for Aircraft Messaging)

SharePoint & Outlook (for Document Filing)

WhatsApp & Sprinklr (for Passenger Communication)

Weeks, Not Months

UnifyApps delivered production systems in 19–27 days.

Previously, traditional builds had taken 3–6 months.

The core capabilities behind AI-Native transformation

Unified AI platform

Integrated data, workflows, and AI in one execution layer

Reusable architecture

Shared integrations that cut the build cost for new use cases

Model-agnostic AI

Embedded AI without locking into a single model

Built-in governance

Auditability and controls included from day one

Low-code delivery

Faster builds with smaller teams—without sacrificing reliability

Master Agents & App Catalog (MAAC)

Explore 200+ Production-Proven AI Agents Across Finance, HR, Supply Chain, Sales & IT

Explore Use Cases →

About UnifyApps

UnifyApps is the AI Agent and App Builder for the enterprise that empowers organizations to transform into AI-Native enterprises. The AI OS platform connects systems of record, knowledge, and activity, enabling enterprises to turn stalled GenAI pilots into scalable, production-grade solutions.