

# 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.

## 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

19

Days to deploy ground ops e-filing

70%

Reduction in aircraft-ground integration costs

15 min

Automated flight status monitoring

## 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

#### 💰 COST

Hours spent tracking missing ETAs and ETDs

#### ⚡ AFTER

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

#### ✓ BUSINESS IMPACT

Proactive exception handling with real-time visibility

### Online Check-in Automation

#### 🕒 BEFORE

Manual web forms and channel-specific flows

#### 💰 COST

High counter staffing and passenger friction

#### ⚡ AFTER

GenAI bot with OCR, seat selection, and channel checks

#### ✓ BUSINESS IMPACT

Instant boarding passes and reduced counter queues

### Ground Operations E-Filing

#### 🕒 BEFORE

RPA bots misfiled documents in SharePoint

#### 💰 COST

High maintenance overhead and audit risk

#### ⚡ AFTER

AI-Native email parsing and intelligent filing workflows

#### ✓ BUSINESS IMPACT

19-day deployment and 100% accurate audit trails

### Aircraft-Ground Messaging

#### 🕒 BEFORE

Manual configuration for each message type

#### 💰 COST

Integration bottlenecks and limited scalability

#### ⚡ AFTER

Event-driven IBM MQ messaging for ops data

#### ✓ BUSINESS IMPACT

70% lower integration cost with real-time messaging

## One foundation. Compounding returns.

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 CIO'S PLATFORM

One horizontal standard across the enterprise



### THE ENTERPRISE BRAIN

One truth across every system



### ASSEMBLY-FIRST METHODOLOGY

Compose, don't hand code



### ADDITIVE

Your CRM stays your CRM



### DEPLOY ANYWHERE

Your cloud, network, or on-prem



### MODEL AGNOSTIC

Any model, any step, your choice

## Master Agents & App Catalog (MAAC)

Explore 295+ Production-Proven AI Agents Across Finance, HR, Supply Chain, Sales & IT

[Explore Use Cases →](#)



### ABOUT UNIFYAPPS

UnifyApps is the Horizontal AI Operating System for the enterprise — the agentic automation platform that does the 80% of Enterprise AI the models can't, unifying every system into one Enterprise Brain and letting teams assemble agents, apps, and workflows to go from pilot to production up to 10x faster, cheaper, and easier to maintain.