



GE Aerospace



## CUSTOMER STORY

— Etihad Airways Elevates Operational Efficiency & Sustainability with GE Aerospace, Software as a Service



# Etihaad's Need for Actionable Insights Cross-Functionally

Etihaad Airways has long prioritized fuel efficiency and effective emissions management, an effort rooted in their number one commitment to safety and operational excellence. As part of its fuel management program—one of the airline's foundational initiatives—Etihaad continually seeks tools and partners that can deliver deeper insights into its operations and identify opportunities for improvement.

Building on a successful collaboration during the COVID-19 pandemic, where GE Aerospace, SaaS supported Etihaad's innovative ways of protecting public health globally and the health of guests onboard through digital health passports, the airline included GE Aerospace in a request for proposal to replace its existing Fuel Management Information System. Etihaad wasn't just seeking a replacement solution — they were looking for something to help them evolve from a focus on fuel efficiency to a broader mandate of operational efficiency. This meant gaining visibility into a wider range of operational areas, using data-driven insights.



## Industry-Specific Challenges

Fuel burn represents roughly one-quarter of any airline's total operating costs. Effective management of it is not just a financial priority—it's competitively imperative. Yet, achieving this is no simple task. It requires the ability to ingest and analyze vast amounts of operational data from the aircraft, alongside complementary data such as weather, airport-specific limitations, aircraft-specific limitations, and many other complex variables. Having a tool that can bring all this data together and identify patterns, trends, and anomalies is essential to successful management of fuel burn.

Adding to this challenge, airlines now face new costs associated with carbon emissions driven by fuel burn, due to international decarbonization and offsetting schemes. Etihaad, a recognized sustainability leader with multiple "Sustainable Airline of the Year" awards, needed a sophisticated system to manage both the financial and environmental impact of fuel use, ensuring they remained both competitive and compliant.

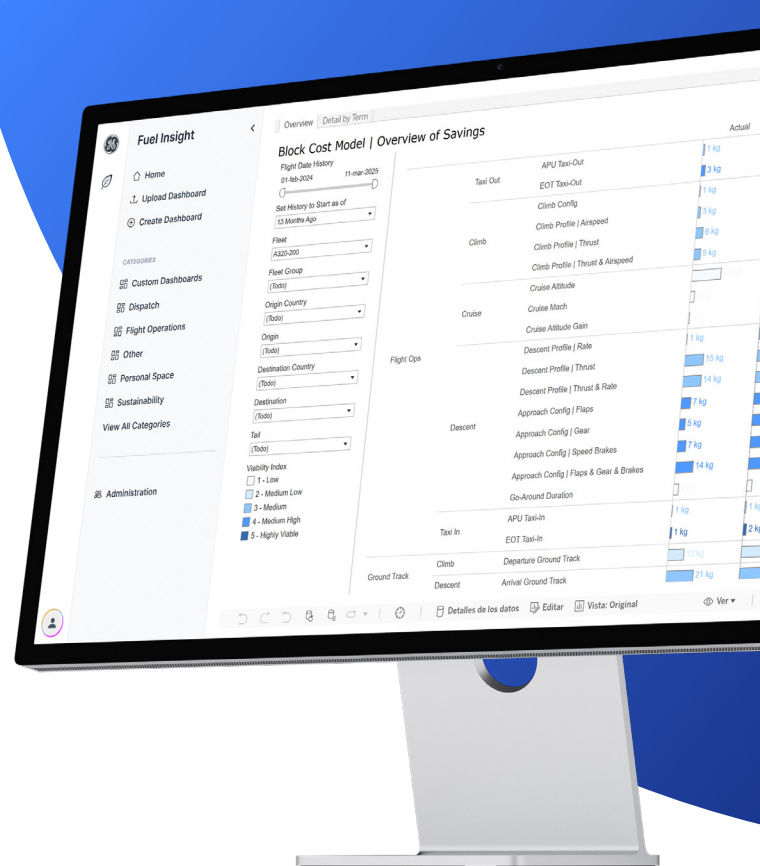


# Identify, Analyze and Empower

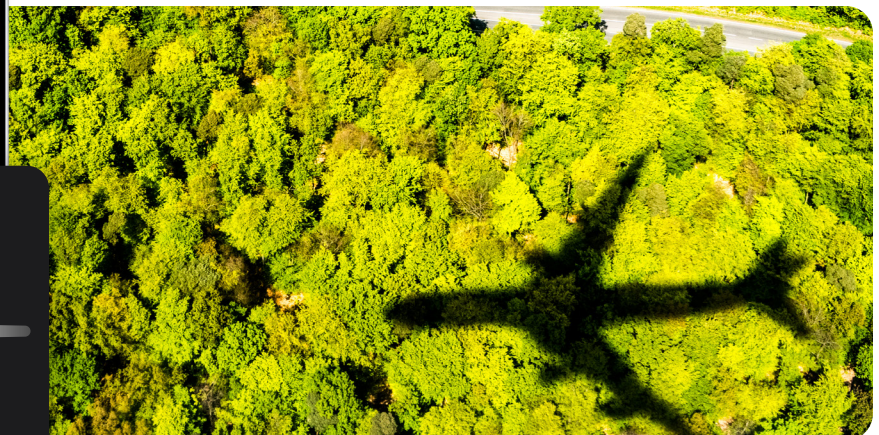
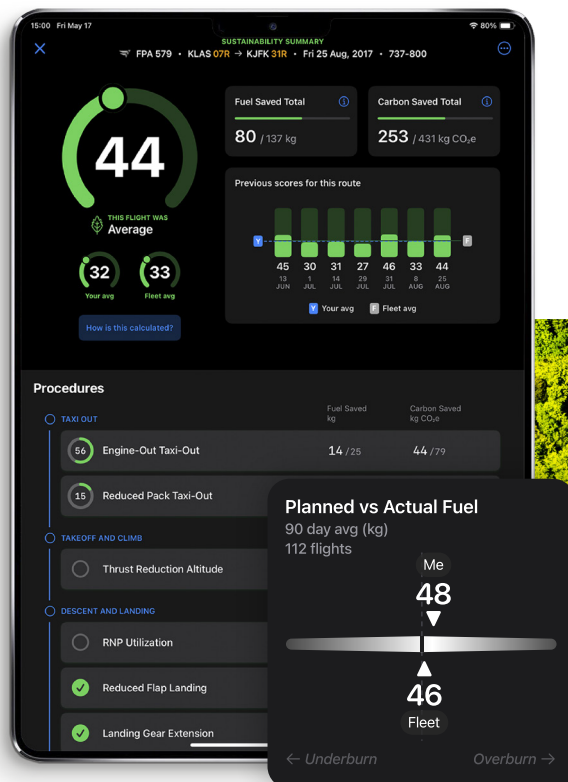
Etihaad implemented GE Aerospace's Fuel Insight solution alongside the modular Electronic Flight Bag application FlightPulse®, to gain a holistic view on how to better manage fuel burn. These tools help Etihaad monitor and optimize fuel burn on multiple levels—flight level, route level, fleet level, and network level.

GE Aerospace's software solutions empower Etihaad to:

-  View and track policy uptake
-  Monitor pilot performance
-  Identify fuel-saving opportunities
-  Analyze trends and anomalies in operational behavior
-  Push for greater efficiency, directly impacting the bottom line



Together with GE Aerospace's fuel efficiency consultancy, which was used to further identify opportunities, and GE Aerospace's Airspace Insight, the tool that helps analyze different situations within the airspace across many other parts of the world, ensuring a safe and stable operation, this granular visibility warrants that all teams are aligned around shared efficiency, sustainability, and safety goals.



# Measurable Benefits

The adoption of GE Aerospace, SaaS solutions has delivered several critical benefits for Etihad Airways. These improvements have not only helped reduce fuel burn for Etihad but have also contributed directly to Etihad's sustainability goals.

## ✓ Improved Planning Accuracy

Integrating more data into planning processes and developing tailored and automated reports for a wide range of stakeholders helped to improve accuracy in pre-flight planning and post-flight analysis.

## ✓ Driving Operational Excellence

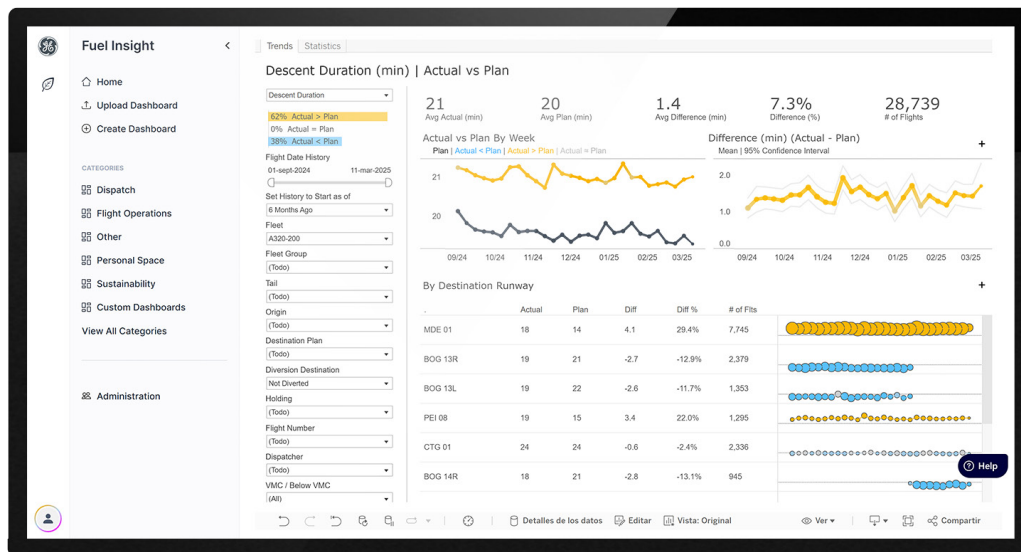
FlightPulse® has provided pilots with key operational data that supports their pre-flight planning.

## ✓ Pilot Empowerment

Enabling pilots with direct access to their own performance data encourages continuous improvement and increased situational awareness.

## ✓ Faster Data Access

Operational data is now available shortly after flights, enabling prompt analysis and swift action into reducing fuel burn.



“Being able to aggregate operational data to see patterns and opportunities is inherently valuable in driving down fuel burn”

Alastair Bulloch

Operations Enablement, Etihad Airways





## Etihad's Fuel Efficiency Program Today

By moving beyond traditional fuel management to a comprehensive operational efficiency model, Etihad continues to lead in both innovation and environmental stewardship—an achievement made possible through its strategic partnership with GE Aerospace.



Supported by GE Aerospace, Software as a Service, Etihad's fuel efficiency program continues to evolve to use the latest tools and technologies to remain best in class. Our data is available promptly after operations, is accessible to our frontline workforce, and allows management to make decisions that directly support our fuel burn reduction ambitions as well as managing our liabilities toward sustainability”

Alastair Bulloch

Operations Enablement, Etihad Airways



GE Aerospace

Help increase fuel efficiency, lower costs, and reduce carbon emissions with Fuel Insight

Learn more



[www.geaerospace.com/systems/saas](http://www.geaerospace.com/systems/saas)