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Minimizing Flight Delays Through Real-Time IT Infrastructure Monitoring

Business Challenge

Flight delays cost the aviation industry billions annually, often caused not by aircraft issues, but by IT failures in gate systems, baggage handling, check-in kiosks, or airport coordination apps. When any backend application or network infrastructure goes down, it can trigger cascading delays, affecting revenue, customer satisfaction, and regulatory compliance.

Why Cloudmon?

Unified Observability across all airport-critical systems: baggage tracking, boarding gates, crew scheduling, check-in, and weather data apps.

AI-Driven Root Cause Analysis identifies failing components instantly reducing Mean Time to Resolution (MTTR) from hours to minutes.

Custom Dashboards for airline IT teams and ground operations to monitor health status of key systems by terminal, zone, or location.

Protect brand reputation and loyalty through improved on-time performance.

Avoid penalties tied to SLA violations and regulatory fines.

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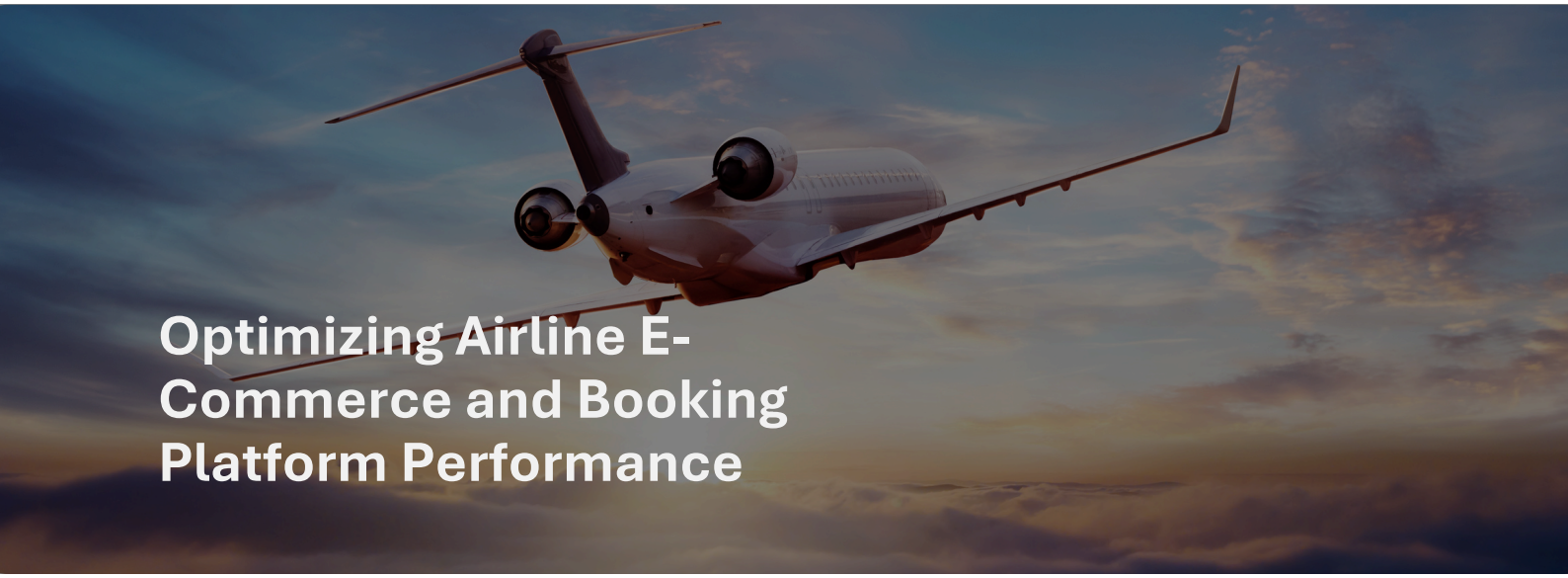

Optimizing Airline E-Commerce and Booking Platform Performance

Business Challenge

Airlines increasingly rely on their websites and mobile apps for direct bookings, upgrades, ancillaries (baggage, seats, meals), and upsells. Any slowdown, outage, or glitch can result in abandoned bookings, lost revenue, and increased reliance on higher-cost third-party aggregators.

According to the International Air Transport Association (IATA), airlines are under increasing pressure to modernize their digital channels and retailing capabilities. Legacy systems and fragmented booking flows often hinder direct sales growth and digital engagement. IATA's push for Modern Airline Retailing and the adoption of the New Distribution Capability (NDC) aims to help airlines improve offer personalization, streamline booking experiences, and ultimately increase revenue through direct digital channels.

How Cloudmon Helps

1. **AI-Powered Network Traffic & Application Flow Analysis detects slow API responses (e.g., payment gateways), cloud latency, or CDN issues.**
2. **Root Cause Analysis correlates performance dips with backend events (e.g., DB lag, server CPU spikes, or container crashes).**
3. **Unified Dashboard connects marketing, DevOps, and IT around shared performance KPIs and revenue loss insights.**
4. **Increase booking completion rates and upsells by improving speed and reliability.**

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Enhancing Multi-Airport Operations & Ground Coordination with Unified Observability

Business Challenge

Airlines operate across a network of airports, maintenance hangars, crew hubs, and operations control centers, each with its own systems for baggage handling, gate management, flight dispatch, and IT infrastructure. Coordination across these branches is critical for maintaining on-time performance, managing disruptions, and ensuring consistent passenger experiences.

However, siloed visibility across branches leads to miscommunication, duplicate troubleshooting efforts, and delayed responses to ground IT failures (e.g., baggage system outages, gate allocation conflicts). These inefficiencies escalate costs, affect aircraft turnaround times, and damage airline reliability metrics.

Why Cloudmon Stands Out

1. **End-to-End Visibility Across Airports and Ops Centers: Cloudmon aggregates observability data across distributed locations, providing a unified dashboard of IT health, resource availability, and network status per airport or branch.**
2. **Live Coordination Across Ground Systems: From check-in kiosks to baggage systems, GSE telemetry, and resource scheduling platforms, Cloudmon enables live monitoring and inter-branch correlation of anomalies**
3. **Centralized Command View: Cloudmon offers airline HQ and regional command centers a single view of all operations, allowing proactive decision-making in delay or disruption scenarios**

Cloudmon Impact

- Faster Response Times to ground-level issues across locations, reducing delays and passenger dissatisfaction.
- Reduced IT and Ops Overhead by automating issue detection and routing alerts to the right local teams.
- Boosted Operational Reliability KPIs by ensuring consistent service performance across all branches.