

# THE CONNECTED AIRCRAFT: A SURVEY OF AIRLINES - 2019



Introducing "The Connected Aircraft: A Survey of Airlines - 2019". A timely update to our 2016 whitepaper - "How the Connected Aircraft Fits into the Internet of Things".

Some of the key questions covered in this study include:

- Which connected aircraft solutions do airlines have installed today, and which do they intend to install/upgrade in the next five years?
- Which cabin and cockpit connectivity channels power individual connected aircraft applications today and how will this change in the next five years?
- What are the main drivers for deploying connected EFB and crew devices?
- Are the associated benefits of offloading data in real-time getting through?
- Which current airline pain points will benefit most from the deployment of connected aircraft solutions and are there any obvious gaps that still exist today?
- Which team(s) are involved in the purchase decision making process?
- How soon do airlines expect connected aircraft solutions to generate a return on investment?
- How are airlines looking to justify spend associated with connected aircraft solutions?
- What characteristics are airlines looking for in a preferred vendor in this space?

**60**  
pages

**35**  
airlines

**39**  
questions

**27**  
charts

**10**  
tables

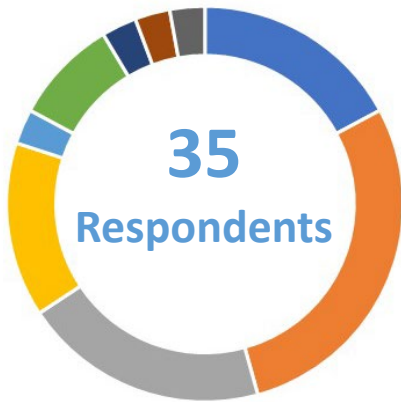


# OVERVIEW

In November 2016, Valour Consultancy published a comprehensive and well-received whitepaper entitled “How the Connected Aircraft Fits into the Internet of Things”. The objective of the paper was to provide a point of view on the operational benefits of aircraft connectivity systems and the challenges that needed to be overcome in order to realise those opportunities.

We've always felt a need to supplement the findings of our whitepaper with the opinions of those that really matter in the connected aircraft value chain – airlines. The whole connected aircraft conversation has seemingly progressed very little in the time since our whitepaper was published. A situation not helped by there being a bounty of (often biased) information on the subject that can easily generate confusion as opposed to decisions. It is therefore necessary to provide the industry with a timely and independent perspective of how 35 airlines perceive the connected aircraft today, what future planning is taking place now and where the knowledge gaps exist today. The purpose being to show where progress has and hasn't been made and to give vendors clarity on how to position connected aircraft solutions more effectively.

# SAMPLE DESIGN



- Management
- Maintenance / Tech Ops
- Flight Operations
- I.T.
- Finance/Procurement
- Passenger Experience
- Safety
- Strategy
- Sales



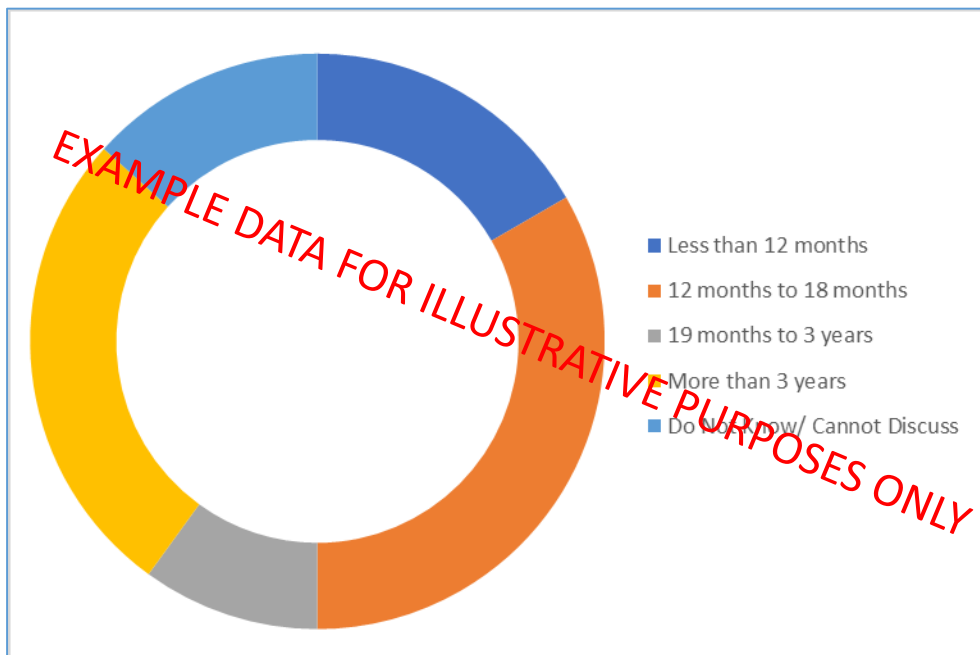
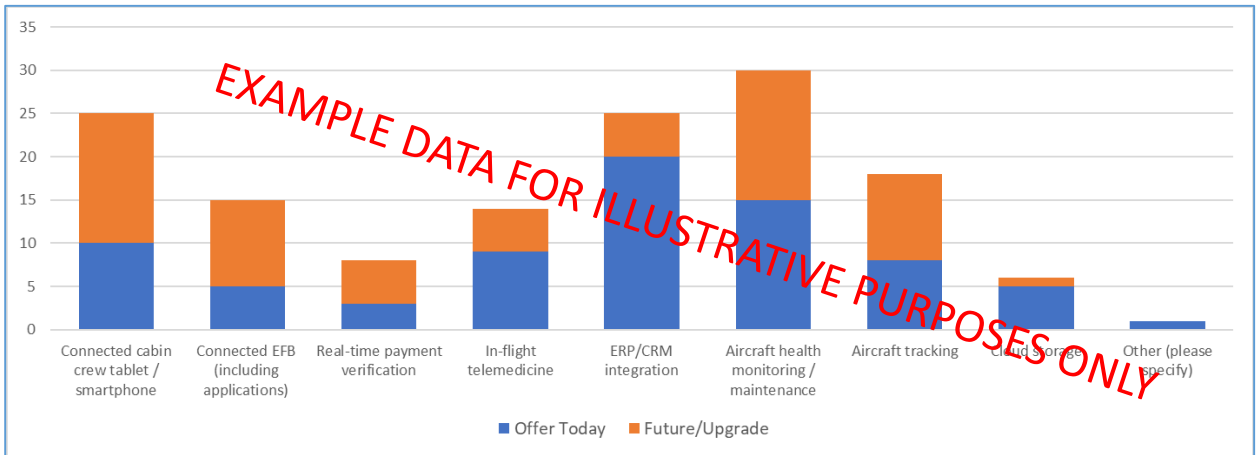
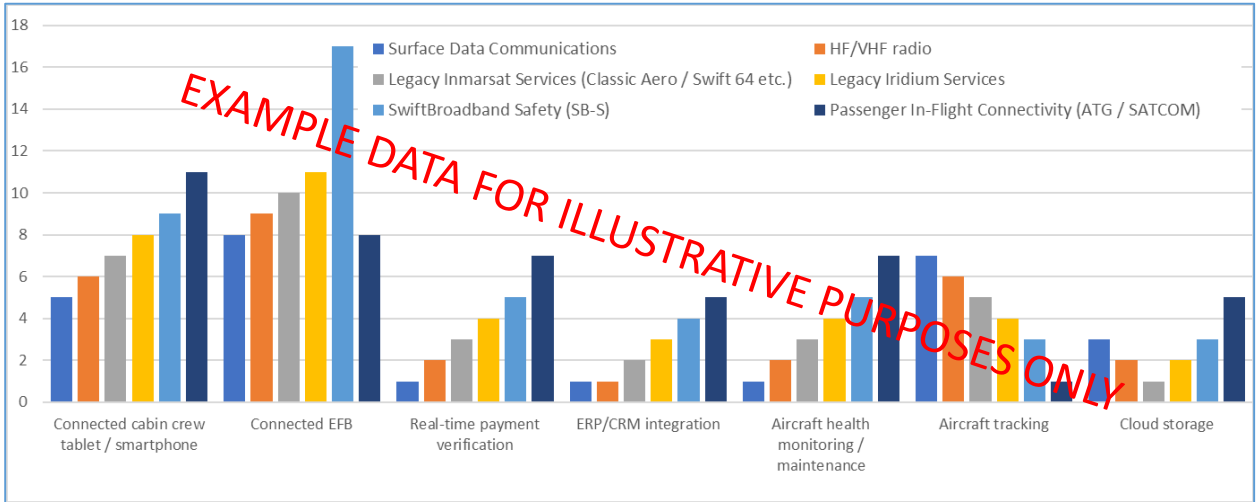
- National carriers
- LCC / Leisure carriers
- Regional carriers
- Cargo / Uncategorised



# SURVEY DESIGN

- The survey itself was forged through a comprehensive scoping phase with input from global suppliers of connectivity products or services.
- Each vendor shared a list of questions, which were then categorised and refined to form a 15-minute survey, consisting of 39 questions in total (airlines did not see all 39 questions).
- Fieldwork was carried out over a three month window between 16th August 2018 and 7th November 2018.

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# ABOUT VALOUR CONSULTANCY

Valour Consultancy is a UK-based provider of market intelligence services. Founded in 2012, the company has grown rapidly and is renowned for the extremely high-quality of its research and consultancy. Having firmly established itself in the aviation space, where many of the leading players rely on its expert insight and analysis, Valour Consultancy has successfully expanded into a number of other markets including, maritime, industrial, drones and body-worn cameras.

The company's aim is to deliver solutions that deliver real value and it continues to operate with the three core values it was founded on – Honesty, Trust and Time. As a result, Valour Consultancy continues to build long-lasting relationships.

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