

Keeping critical tools in sight

United is the world's leading airline, and keeping its fleet in the air involves sharing critical repair tools worldwide. When there is an aircraft on the ground (AOG), and a critical tool is missing, the costs can mount rapidly. With added flight crews, delays, rerouting, and rebooking, an AOG occurrence can cost more than \$100,000 a day. And that's compounded by unhappy passengers.

Now United uses SenseAware®, a FedEx innovation, to monitor the location and security of its most rare and precious tools. For example, United has a one-of-a-kind laptop specifically for Boeing 787 repairs. It contains proprietary software and must be corruption-free. When this priceless laptop has to travel, United always uses SenseAware.



6:35 a.m. The laptop takes off

- United's Boeing 787 is grounded at Denver International Airport (DEN).
- In Houston, the tool team packs a SenseAware device with the laptop and loads it on a Denver-bound flight with another airline.
- When the shipment exits the geofence around the George Bush Intercontinental Airport Houston (IAH) gates, the SenseAware device triggers an email to the AOG coordinator before takeoff.



8:35 a.m. Ready, set, repair

- When the shipment enters the DEN airport geofence, the SenseAware device alerts the AOG coordinator, who tells the crew.
- SenseAware journey data confirms the laptop has not been exposed to light, so tampering is not a concern.



4:17 p.m. Next destination

- Post-repair, the laptop is headed back to Houston, and the crew travels to another location.
- When the shipment exits the DEN airport gate geofence, SenseAware notifies the AOG coordinator and the tool team before takeoff.



6:45 p.m. A worry-free detour

- The plane carrying the laptop is rerouted to Los Angeles International Airport (LAX).
- The tool team sees the laptop's location when they view the journey.
- By activating the LAX airport geofence, the tool team will know when the laptop departs for Houston.



10:47 p.m. Home in Houston

- The shipment enters the IAH airport geofence, and SenseAware notifies the tool team.
- The journey shows no exposure to light, so the laptop is still secure.
- A tool team member retrieves it from the plane and returns it to the tool bay.

Know More. Know Now.

To learn more about SenseAware, call a SenseAware Advisor at **901.434.3030** or go to **senseaware.com**.

