

## 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**.

