mCabin

Mobilizing your cabin crew

What information does your cabin crew really have about the flight, the passengers and the other crew members when up in the air? Are they equipped with enough knowledge to provide excellent communication, quality and leadership on board? Lufthansa Systems' mobile cabin solution mCabin offers your crew a flexible tool for easier cabin crew management and flight preparation!

All relevant flight details at a glance

mCabin gives access to precise and valuable passenger, crew and flight data directly from your mobile device. The app contains all required documentation and information from interactive duty calendar through briefing, crew positioning, passenger information and reporting. Your crew will gain enormous satisfaction from the streamlined processes and reduced paper work and the ability to offer your passengers the best service on board.

> Cost savings made easy – processes designed for efficiency

By digitizing the on-board paper processes an estimated 15 kilograms of printed paper can be saved per flight. mCabin means that manuals are up to date and reporting is quick and effective.

> Professional and proactive – increasing customer loyalty to your brand

With an estimated 3.6 billion air travelers by 2016 and a significant change in the way passengers travel, one of the major trend shifts will be the ability of an airline to mobilize its processes and provide the service and information that truly fulfill passenger expectations.

> Personal and connected – using innovation to change the passenger on-board experience

As an in-flight management tool mCabin provides crew with the data that enables them to provide an exceptional level of personalized service. This means an enhanced passenger experience and a customer-centric and modern brand image.

Features & functions

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The Lufthansa Systems' interactive native app for both the Windows 8 and iOS platforms brings powerful digitized cabin crew services and customer information capabilities to the cabin manager. The solution is the latest design for mobility in the air and can be customized with extra features to support each individual airline's specific processes and requirements.

User experience

mCabin has been designed with the user in mind. The intuitive, simple and fun to use UI provides an engaging experience for the crew. The modular design allows you to choose which features you incorporate to create the tool that you need.

An informed crew

With the interactive duty calendar the crew's flight and ground events can be easily viewed giving quick access to each months' plan and by simply tapping on a single day more information about each day's events is displayed. The duty calendar along with log-in, synchronization and master data are all part of the base module upon which you can create the customized app that fits all your requirements.

Cabin crew management

From crew check-in to cabin crew positioning for wide-body planes and an in-flight crew assessment form, mCabin provides the purser with features that enable excellent crew management.

Briefing, flight documents and library

Just imagine all documents, all the time and all up to date in a 470 gram tablet. All library documents plus each flight's briefing documents can be loaded and a powerful search function enables quick selection of a relevant chapter.

Passenger service

All available and necessary information can be displayed about each individual passenger – either select the passenger from a name list or the interactive seatmap or filter for passengers with specific attributes such as meals, status and special assistance.

Reports made easy

Detailed reports can be made either directly from the seat-map or by selecting a report type from the menu structure in the report tab. Take a picture and add it to a report and as soon as there is connectivity the reports will be sent to your backend applications for further evaluation, enabling a fast response to any issue that may have occurred.
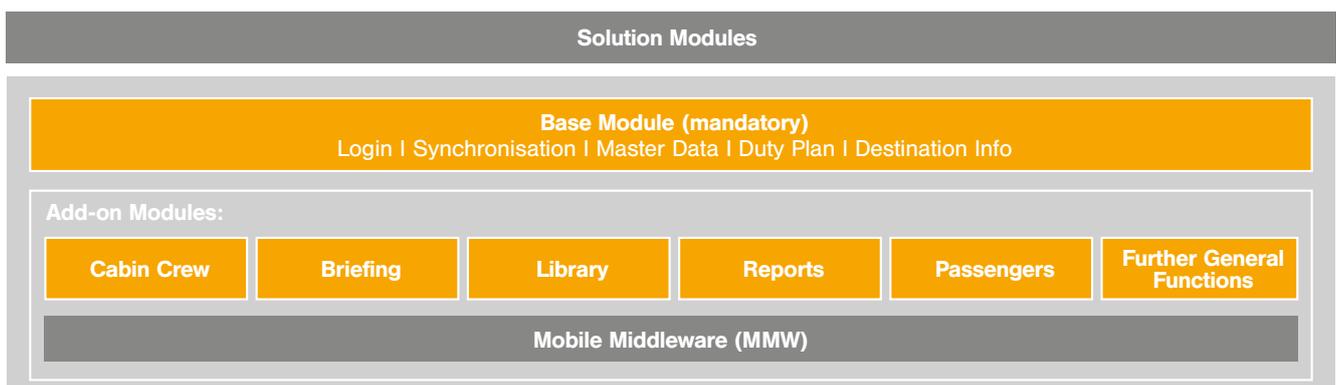
General functions menu

For quick access to the internet or your airline's intranet a general functions menu allows you to select these features. It also includes a folder with all the pictures that have been taken in the app.

A mobile platform for an ecosystem of services

The mCabin architecture with the Mobile Middleware (MMW) enables data services for the user interface while masking back-end complexity and multiplicity – making backend adaptation easier. The MMW is a software platform that enables the creation of modular mobile applications and by introducing this into your mobile strategy the business case grows stronger with each application that is mobilized – it is the software platform that can drive new application ecosystems, providing services that future apps will be able to leverage and enabling rapid innovation across the enterprise. Lufthansa Systems mCabin allows your airline to capitalize on the innovation ability that comes with new technology and to get inspired about where digital technology can take your business now.

Lufthansa Systems has the know-how and expertise to build a successful and powerful solution meeting all the specific requirements of in-flight cabin management and cabin crew efficiency. Our mCabin app helps you realize your mobile goals of creating a great customer experience and enabling professional and modern cabin management while increasing revenue and reducing costs.

Solution Modules					
Base Module (mandatory) Login I Synchronisation I Master Data I Duty Plan I Destination Info					
Add-on Modules:					
Cabin Crew	Briefing	Library	Reports	Passengers	Further General Functions
Mobile Middleware (MMW)					

Overview mCabin modules showing mandatory base module and additional selectable modules