Why fragmented operational data costs airlines millions?

Airlines operate under intense regulatory and financial pressure, yet when disruptions, compensation claims, or audits arise, there is no unified view of how the day actually unfolded.

The cost of missing evidence

€8.1B

Annual burden

Passenger compensation (EU)

Fragmented operational evidence weakens airlines' ability to defend claims.

50%

Rejected evidence

Due to inconsistency

Lack of time-synced, verifiable data leads to rejected submissions.

15+

Days to investigate

Average time for audits

Manual reconstruction of events slows investigations and escalations.

Where it hits the most in airline value chain

Flight operations

No single view of delay causes, recovery actions, and schedule decisions.

Crew management

Limited traceability on crew legality, duty hours, and misconnects.

Aircraft & maintenance

Hard to link readiness, MX delays, and recurring technical issues.

Ground operations

Turnaround issues, gate and ramp delays remain anecdotal.

ATC & Airport

Slot constraints and congestion are not time-synced with airline decisions.

Legal & compliance

Evidence gaps weaken claims defense and regulatory reporting.

OCC / IOCC

Controllers lack a replayable, time-aligned view to support accountable decisions.

Operational blind spot

Disparate systems never resolve into a single, defensible view of the day.

What needs to change

Airlines must move beyond fragmented, after-the-fact reconstruction to a single, time-synchronized operational record that replays what actually happened, preserves decisions and events as they occurred, and produces consistent, audit-ready evidence across every function.

An airline that has taken the bold steps to change will benefit from

Faster legal defense
Evidence assembled in minutes, unlocking €10–20M recovery.

Fewer ADR escalations
25-50% fewer cases pushed into Alternative Dispute Resolution.

Regulatory confidence
Complete, time-synced record for audits and investigations.

Lower compensation liability
10-30% reduction in accepted claims through stronger evidence.

Stronger operational learning
Historical playback supports root-cause analysis and prevents repeat incidents.

Leaner OCC operations
Less manual data hunting, more time for high-value decisions.

How we can help: A 3-step approach

STEP 1

Is the truth complete?

Assess the extent to which a time-synchronized operational record exists for crews, events and disruptions as they occur.

STEP 2

Replay what actually happened

Reconstruct what happened on the Day of Ops using our Accelerator solution — **Ops Rewind by creating a Gantt-style playback**

STEP 3

Defend with confidence

Turn operational history into regulator-ready proof to defend legal claims, audits, and disputes with confidence.

Ready to turn blind spots into advantage?

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