AVCRM
PAPERLESS OPERATIONS

A responsive Application for improved efficiency and compliance of RPA Operations.

AUSTRALIAN
AIRPORTS
ASSOCIATION

CONFIDENTIALITY

Development of AVCRM Paperless Operations Application

Christopher Clark
Chief Executive Officer
AVCRM Products Pty Ltd
P O Box 398
Wollongong, NSW 2520
E. chris.clark@AVCRM.net
W. www.AVCRM.net

TABLE OF CONTENTS

AVCRM
PAPERLESS OPERATIONS

EXECUTIVE SUMMARY

Chief Controllers must ensure that their companies operations are conducted in accordance with the CASA Civil Aviation Act and Regulations. They must maintain compliance by keeping all required documents up to date, completed and on hand.

Currently Australian RPAS Operators operate with an outdated and resource heavy reporting system. AVCRM's experienced team consists of former RPA Compliance Managers, Remote Pilots, Airport Managers, Aerodrome Reporting Officers, along with Commercial Pilots and skilled developers. We have spent over three years researching and developing the AVCRM Paperless Operations software. Over 3.5 million lines of code have gone into the development of this application, ensuring each client has the most secure, user friendly and powerful software application at their fingertips.

The AVCRM Paperless Operations Application is a responsive design, appropriate for all devices. It provides a custom solution for this current resource heavy reporting system, allowing the Chief Controller and Remote Pilot to stay up to date with the operation and paperwork, whilst continually monitoring safety, and improving efficiency. We are seeking partnerships with leading industry representatives to increase efficiency for RPA Management and safety throughout RPA operations worldwide.

INTRODUCTION

Chief Controllers, Maintenance Controllers and Remote Pilots must conduct operations according to CASA standards, and more specifically CASR 101. RPA Operators must ensure that any person carrying out the Remote Pilot function has the correct qualifications and licenses, has been suitably trained and has the following attributes:

> A sound knowledge of the UOC Operations Manual pack;
> An understanding of their CASA defined responsibilities within the Operations Manual;
> The ability to create a job with all the correct information attached and Job Safety Assessment (JSA) carried out.
> Knowledge of the paperwork requirements for completing the RPA Total Time In Service Log (TTIS) and Remote Pilot Logbook;
> Knowledge of the Notice To Airmen (NOTAM) system;
> The ability to create Maintenance and Defect items for Remotely Piloted Aircraft Systems (RPAS).

Currently the industry regulations for Remote Pilot paperwork and reporting are time consuming on everyone involved, items are easily forgotten which can put the operation at a safety risk and also at a compliance risk when audited by CASA.

Developing a user-friendly RPA Manager application will allow RPA Operators to increase productivity significantly without jeopardizing safety or compliance paperwork.

The Remote Pilot in command of the aircraft is responsible for:
• Conduct of flight in accordance with company procedures;
• Safe operation of the aircraft;
• Acting in accordance with company procedures;
• Follow the rules of the air as defined by CASA's legislation and supporting documents such as the AIP.
• Maintaining a Remote Pilot Logbook.
• Completing Pre and Post Flight Checklists.
• Recording of Flight Times for the RPA Total Time In Service Log
• Reporting Defects and Maintenance items for the RPA

RESOURCE HEAVY

The Chief Controller is responsible for all operational matters and Remote Pilot (RP) training affecting the safety of operations.
The role and responsibilities of the Chief Controller are:

- Ensure that operations are conducted in compliance with the Civil Aviation Act and the Regulations;
- Maintain a record of qualifications held by each RP;
- Monitor and maintain operational standards, supervise and train RP(s) who work under the authority of the UOC;
- Maintain a complete and up-to-date reference library of operational documents as required by CASA for the class of operations conducted;
- Develop applications for approvals and permissions where required to facilitate company operations;
- Develop checklists and procedures relating to flight operations;
- Be the point of contact with CASA;
- Notify CASA prior of any change to this manual or its schedule

The Maintenance Controller is responsible for ensuring the maintenance of Remotely Piloted Aircraft Systems (RPAS) in accordance with the manufacturer specifications.
The role and responsibilities of the Maintenance Controller are:

- Control all company RPAS maintenance, either scheduled or unscheduled;
- Keep records of personnel permitted to perform maintenance on RPA including details of their training and qualifications;
- Develop, enforce and monitor RPAS maintenance standards;
- Maintain a record of RPAS defects and any unserviceability;
- Ensure that specialist equipment items including payload equipment are serviceable;
- Maintain a thorough technical knowledge of RPAS operating under the authority of the UOC;

Generally in RPA Operations these two roles are appointed to one person. This can cause an operator to miss issues that arise, forget paperwork and struggle to manage their operation in accordance with the CASA Regulations.

ACCESSIBILITY

The Chief Controller and Remote Pilot currently have to fill paper reports to create jobs, JSA's, Flight Authorisations, Logbooks, TTIS and Safety Reports.

Due to the nature of the reports being submitted there is a large paper trail that can be time consuming to track down during internal/external audits.

INEFFICIENCY

Chief Controllers and Remote Pilots are frequently spending a lot of time outside of the operation to complete paperwork. Due to the time spent in completing the job and authorisation process, items are generally missed and records are lost. Keeping track of paperwork for audits (internal/external) can be problematic and very time consuming. Paperwork can also lose transparency and accountability. Who created what job and when was it authorized and completed? How many hours has that RP flown and that RPAS completed? When did that RPAS have a maintenance issue?

ACCURACY

Due to the nature of the paper based system, the Chief Controller is required to fill out paper based JSA and flight authorisations. When filled and viewed later, it can be hard to determine exactly where there may have been an issue, or what exactly during that job.

Example: RP1 operates from a remote base. All jobs are completed and paperwork filled. CASA ask to see the RPAS Total Time In Service logs and Pilot Log Book to match with the job, but the Chief Controller has forgotten to check that the Remote Pilot has been doing these tasks.

REMOTE
PILOTS

SOLUTION TO PROBLEM

The AVCRM RPA Manager Paperless Operations Suite will substantially increase the efficiency and accuracy of the current operations. The Remote Pilots will be able to create jobs for approval to the Chief Controller, the Chief Controller will be able to clearly see the job area, items in the JSA and they can easily amend if required for the approval process. All Pre and Post flight checklists are created inside the job so the Remote Pilot has to action each item so the Chief Controller knows that they are being done, not just recorded. The AVCRM Application will reduce the onerous job creation and approval process as well as all other paperwork associated with the operation.

SECURE

Only staff with permission, username and login password, will be capable of accessing the encrypted application information. All users can be tracked/monitored and recorded, providing: user, location, time + date logged on/off, time and date of job and JSA creation submitted in real time. Provision to modify permissions include: enable or disable user access to the application, or customise user roles/ accessibility to individual modules within the application, is of critical importance to security.

REDUCES RPA RISK FOR SAFER RPAS OPERATIONS

AVCRM believes that by introducing this application the Chief Controller and the Remote Pilot will be significantly more informed, as the AVCRM RPA Manager saves significant time in all aspects of the operation. This increases the ability to react to a job approval, hazards, risks, incidents/accidents etc.

EFFECTIVE REPORTING/FILING TOOL

All reporting tools are at the touch of a button: Job Creation, Previous Jobs, SMS Incident/ Accident Reports, NOTAMs, Pilot Logbooks, Total Time In Service Logs, Defect and Maintenance Logs and much more. All easily filled out and managed from the AVCRM Application and can be easily searched, viewed, printed in a PDF version, emailed or simply archived in a secure location for retrieval at a later date.

TABLET APPLICATION

INTRODUCTION
TO THE APPLICATION

The AVCRM RPA Manager Application is a secure, reliable, responsive and technologically advanced solution for RPA Operations.

AVCRM offers a cost effective, intuitive and a specific solution that assists RPA Operators with managing all CASA compliance and safety items.

FEATURES OF THE RPA MANAGER
PAPERLESS OPERATIONS PACKAGE

SECURITY

Extended Validation (EV) SSL which is the highest level of authentication available among SSL certificates to assure clients that our business is legitimate and our site is secure.

Rest assured that we take security of our client's information very seriously. The billing process is safe and secure with AVCRM's top tier security certification.

Wild Card SSL protects each client's AVCRM RPA MANAGER Application with a business identity authentication with 256-bit encryption.

Everyone who visits the AVCRM site has their IP logged and timestamp recorded. This allows AVCRM to trace a potential threat or issue to the source. Just an extra layer of security to put your mind at ease.

AUTOMATION

Automated Setup occurs within seconds of AVCRM receiving the client's payment through a secure payment gateway for new products or add-ons. The secure system will automatically setup your application with its custom Sub-Domain and all add-on modules and then email all invoice, order and product information to the clients registered email address instantly. When the client checks their 'New Product Information' email they will find all their login details with a secure token link, which can only be used once. This ensures maximum security for the client's access to their application.

AVCRM
RPA Manager
PAPERLESS OPERATIONS

Login

Username

Password

Login with PIN

Login

Forgot password?   ☐ Keep me signed in

> *User Login Screen*

Jobs

28/06/2016

JOB #	JOB DATE
👁 0000026	24/09/2016 18:35
👁 0000024	21/09/2016 21:13
👁 0000025	21/09/2016 21:13
👁 0000022	07/09/2016 19:32
👁 0000023	06/09/2016 15:47
👁 0000021	28/0' 17
👁 0000019	
👁 00000	
👁 0000	
👁	

LOOK AND FEEL
OF TABLET APPLICATION

Assessment Date   28/09/2016 10:29

Operator

RPA

Job

Training Items

ITEM NAME
Ground Theory

v/disassembly of the system including camera

ment and responsibilities

and components

n of the transmitter and operating fr

> *Operational Overview*

> *RPAS Training*

JOB OVERSIGHT

SETUP WIZARD

AVCRM created the setup wizard to provide optimum support during the startup process. The setup wizard confirms all associated details and loads relevant information into the client's application:

1. Welcome message and explanation;
2. User and Password details;
3. Main Base Location;
4. Company Logo upload;
5. Submission.

Once the above steps have been completed, the client has immediate access to the AVCRM suite.

CLIENT PORTAL

Clients can:

> Manage Account Information;
> Manage Billing Information (Credit Cards etc);
> Reset passwords;
> Add Sub Manager accounts;
> Submit support tickets;
> Manage Support Tickets;
> Manage Invoices and Payments;
> Manage product add-ons:
> Add extra users;
> Add new/extra product modules;
> Check Network Status;
> Check Email History and much more.

CLIENT SUPPORT SYSTEMS

If you need help we are here. We are real people at the other end of our easy to use support system, which allows you to make a call for help, if in the unlikely event you need it. We know how frustrating it is when 'help' is not available when you need it! This is why we have setup multiple support systems, ensuring we minimise frustration for our clients.

SUPPORT TICKETS

Simply click on the support ticket button in the application or you can login to your client portal and fill in the support ticket details. All support tickets are traceable and archived. From submission of a support ticket, we identify the issue immediately, correct the problem and reply in a timely and professional manner.

WEBSITE LIVE HELP

AVCRM has a live help platform on their website. Just visit - https://AVCRM.net and you will be asked if you would like the Live Help Feature if a support staff member is online. This allows for instantaneous help, maintaining maximum client satisfaction.

EMAIL SUPPORT

AVCRM has created a custom email address (support@AVCRM.net) to specifically deal with client support issues. This email ensures that support emails do not get lost within the general inquires, or day to day operating emails.

WEBSITE FAQ

The Frequently Asked Questions webpage is a knowledgebase of help topics.

Topics range from:

> Account Help (Client Portal/Support Ticketing);

> Application Help (Products Help Area);

> Billing Help (The Accounts Area);

> Video Tutorials (Videos providing tutorials on how the system works).

PHONE SUPPORT

AVCRM has a telephone line for clients to call for further technical support, sales advice and general enquires.

CUSTOMER FEEDBACK

At AVCRM we love to get feedback and suggestions that will help improve the application for our clients. We are an innovative business that strives to continually improve our product. Client's are encouraged to submit suggestions or comments.

TABLET APPLICATION

THE DASHBOARD

Is an overview area that was created for users of all user privilege levels. It will display information that is critical for the day to day activities, providing an instant track record of the day's events. Managers can login and monitor their areas of responsibility with ease and efficiency.

APPLICATION SETUP CONTROL

Allows users to setup and customise everything within their application. AVCRM recognises the need for RPA Operators to have unique options that are specifically related to their operation. At AVCRM we have created an application allowing the client total customisation, with the flexibility to explore the many options available to them. Being able to control the user restrictions for a management application like AVCRM is paramount.

The administrator account holder can individually manage each user's permissions, identifying their access within the application. This defines what staff can monitor and review.

Flexible/Controllable Options within the Setup Control:

> Additional Base creation within the application;
> New User Profiles;
> Customise Unique User Roles to access different areas within the application;
> Custom JSA Forms;
> Job Creation Area Template;
> Custom Calendar Booking Items;
> Customise and manage document control libraries;
> General Application Settings;
> Customise Pre and Post Flight Checklists.
> Customise Induction and RPAS type training documentation and competencies;

NOTIFICATIONS AND COMMUNICATION

All users of AVCRM will be issued with notifications both inside the application and externally via email. A simple check of the job manager, or emails will keep everyone on task and improve communication throughout the RPA operations team.

AIRSERVICES AUSTRALIA NAIPS LOGIN

AVCRM has integrated the NAIPS login page within the application. This allows users to login without the necessity to have to search for login details, or page URLs, saving valuable time during the standard work day. The Setup Control mentioned above allows Remote Pilots to upload their NAIPs details, which are then stored by the application. This procedure allows staff with the correct user role permissions, to use this service without having to login, or even remember their user details.

WEATHER MODULE

This module displays surface winds in real time and is a clear, thorough and easy to monitor method for the Chief Controller, or Remote Pilot, to determine if smoke, high winds etc. maybe an issue for example. It also has other overlay items which can be utilised on a daily basis, by the operator. The BOM Weather Radar is also located in this area to give operational staff a heads up if any weather events are nearby.

CASA REGULATIONS

All CASA Regulations have been uploaded and AVCRM maintains up to date versions of the regulations for all its clients. For RPA operations the CASR 101 is the Holy Grail and providing access to this document at the touch of a button, means less time wasted by staff locating and flicking through the paper copies, or multiple URLs, to get answers.

STAFF QUALIFICATION MANAGEMENT

One of the most time consuming tasks is managing staff qualifications. Management get advance notifications of when staff qualifications are due for renewal. AVCRM RPA Manager allows both managers and staff to keep track of their qualification due/expiry dates through the Qualifications Manager, which in turn can be setup to transmit email alerts and also display when qualification renewals are due on the application dashboard. Users are able to choose the warning period for individual qualifications if required.

> RPA License Qualifications;

> DAMP Tests (Pre Employment/Random);

> Airside Drivers License;

> Dangerous Goods;

> ASIC Cards;

> Specific Medical Requirements;

> Educational Requirements.

TABLET APPLICATION

OPERATIONAL OVERVIEW

Operational Overview Map – Information collected by AVCRM's setup wizard, recognises the client's base setup and the application retrieves the accurate location details, displaying the client's Base area.

Controller Log

All Controller Log Books are kept in this area. Depending on the users permission will determine weather the user can see just themselves or others in this area.

RPAS Total Time In Service Log

All RPAS TTIS Logs are kept in this area, showing the pre and post flight checklist completion from the Job Manager as well as the Time for each job and what Job was associated with the entry.

Operational Log

This is an auditing tool for an operator. Operators can compile a report of all items or just a select few with a date range to see what happened within the date range select. A PDF Report can be downloaded, printed or emailed from the application. No more searching through folders to try and find information.

ADVANCED BOOKING / WORK CALENDAR

Processed from Job Creation Manager, NOTAMs and maintenance to meetings and events, everything happening in the operation can be scheduled through the work calendar. All upcoming events can also be displayed on the dashboard screen, and the application will notify the specific staff member of any events, ensuring important events, dates and meetings are not forgotten or overlooked. Organising work schedules in one central location gives greater operational control and awareness. The built in work calendar is intuitive and visually easy to use, giving full access with the ability to make bookings and organize work to be done, utilising any device, anywhere web access is available. AVCRM has custom designed this Booking Calendar so that operators can maximise their resources with full visibility, accountability and efficiency.

DOCUMENT CONTROL SYSTEM

Keep track of which versions of your manuals are current and available to staff. Does your organisation fall under the freedom of information act? Then AVCRM's document library will fulfill all requirements for version control of important manuals and documents. The document control system allows all users of the application to see current versions in the client's library, ensuring they access the right information whenever/wherever required. Increasingly, regulators are insisting on tighter document controls and AVCRM want to help its clients remain current and stay ahead of the game as easily as possible.

How do you know if your staff have read the necessary materials? AVCRM will alert every user of new updates to documents and will ask the user to sign off that they have read and understand the changes keeping everyone current and in touch with important updates. A signage sheet will show who has signed off and who has not, operators are able to download and print this sheet for manual entry purposes. AVCRM believes that this system is vital to making sure an RPA Operator and its staff are all up to date on current policies and procedures which, in turn increases safety and awareness across the operation.

JOB MANAGER

Manage all aspect of job operations with a touch of a button. This module has been designed specifically for the Chief Controller and Remote Pilot to manage the large task of job creation and approval operations. Currently the module is broken up into four sections:

Create Job - Create a job including all details for that job. Includes Name, Date, Induction Linkage, Client, RPA, Remote Pilot, Support Crew, Location, Description.

Job Area Creation which allows the user to search the exact location design their Operational Area, Exclusion Zones, Landing Areas, Signage Placement and more.

Add Airspace, Frequencies to Monitor, Emergency Contact Numbers and JSA Checklist with the capability to attach Notes, Photos and Geo tags. Never before have Remote Pilots been able to create a job with this much detail and accuracy at such ease.

Manage Jobs - This unique customised module is a time saving and efficiency enhancing application for Remote Pilots. This has been specifically designed to save time on managing their job. Starting their job and running through the Chief Controller additional items and Pre Flight Checklists, to finishing their job and adding flight/duty times, Post Flight Checklists and Defect and Maintenance Reporting all in the one area. The AVCRM Application will then automatically fill out the Remote Pilot Logbook, RPAS Total Time In Service Log and the RPAS Defect and Maintenance Log. All Aspects of CASA Compliance are covered from start to finish.

Job Summary - Chief Controllers can actively monitor and approve all operational job activity around the world with this module. Track the job status from creation, approval to completion. Using this system will allow you to manage your operation maintaining full operational control and CASA compliance.

Defect Manager - Manage all RPAS Maintenance and Defect items in this area. If there is an RPAS issue that needs to be reported outside of a job, it can be entered and managed in this area. The report can be searched, downloaded in PDF format and emailed all from within the application.

DAMP

This section of the app allows you to manage pre-employment and random drug and alcohol test of employees, the DAMP policy documents and educational requirements.

INVENTORY

Monitor stock levels of expendable equipment and minimize wastage by using the AVCRM inventory manager. Track part numbers, chemical/fuel usage amounts, expiry dates of items and much more. The inventory manager will let you know when an item is running low so that you can reorder in a timely manner.

TABLET APPLICATION
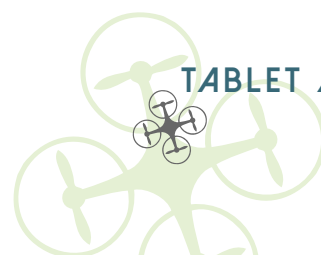
CALCULATOR MODULE

The Airspace Calculator module is seamlessly integrated with the RPA Job Manager, but also available as a quick reference tool. It allows you to automatically identify fly and no-fly zones, nearby aircraft landing areas, National Park and Conservation areas and even National Hazard or Disaster (bushfire) information, and pulls the necessary maximum 'flight altitude and radio frequencies. The airspace calculator takes the hassle out of planning a job.

Airspace maps intuitively display the information that's relevant to your mission. Traditional airspace maps are designed for use in the cockpit, showing information at heights your RPA will never go and not showing information at heights it will. AVCRM maps are built using the same official data from Airservices Australia but dynamically adjusts the amount of information displayed on the screen based on the job you've created. You can now see the Airspace information that includes the Airspace Proximity and Bearing information, increasing your situational awareness and giving you further insight into how the airspace around you operates.

In addition, we display boundaries around control zones and aircraft landing areas, demonstrating the minimum distances set by CASA regulations and provide additional information including status and upcoming hours of activation of Restricted Areas.

Airspace Calculator

National Park In...

LOOK
AND FEEL
OF TABLET
APPLICATION

Airspace Calculator

INDUCTION AND RPAS TYPE TRAINING MODULE

Induct staff like never before. Check documents and qualifications all through the application. Create Ground Theory and Flight Theory Training modules. This module also links with the Job Creation Manager, so when a Remote Pilot creates a job for training and induction purposes the flight can then be linked to the training. This section is fully customisable with the operator able to add/remove and change items in this section, as well as change the competency structure.

SAFETY MANAGEMENT SYSTEM

The SMS module offers all operators the ability to manage all of their safety needs in the single location. This module has been designed to link with the Job Creation/JSA form so that when an issue occurs during operations, which maybe hazardous, or an issue which caused an incident/accident, they are effectively managed through the SMS.

Once an incident or hazard form has been filled, it will automatically email the nominated parties with the report, drastically improving in post incident communications. AVCRM's SMS module will also integrate the hazard form into your next SMS meeting agenda, ensuring your operation addresses the safety issues and then manages it accordingly.

In addition to SMS reporting, the SMS module also offers the ability to easily maintain a risk register for your operations.

The SMS module will assist small operators who struggle with SMS maintenance, ensuring they maintain a compliant operation, while also assisting larger operators to manage the volume of paperwork and work flows that is required to manage a larger, more complex SMS.

HARDWARE

AVCRM won't leave you high and dry without the equipment to do the job. We offer tablet devices, Life Proof® cases and a range of mounting options for your vehicle to ensure your hardware is appropriate and secure. Selecting the right mounting device is paramount, ensuring you maintain a high level of workplace health and safety.

We only sell RAM Mounts® as they offer premium durability and security with an affordable price tag. These mounts allow you to lock your device to the vehicle and provide versatile positioning options to improve user comfort and safety.

The Life Proof® case range offer rugged options for iPads and other tablets ensuring your investment will stand up to the rigor of commercial use.

As each client has their preference in relation to tablets, AVCRM tailor the package to integrate with their current business equipment. AVCRM recommend the Apple® range as they provide the most stable platform, as well as their world renowned, intuitive user interface. For desktop users the recommended platforms are Safari, Google Chrome and Firefox

JOB SUMMARY + NOTAM
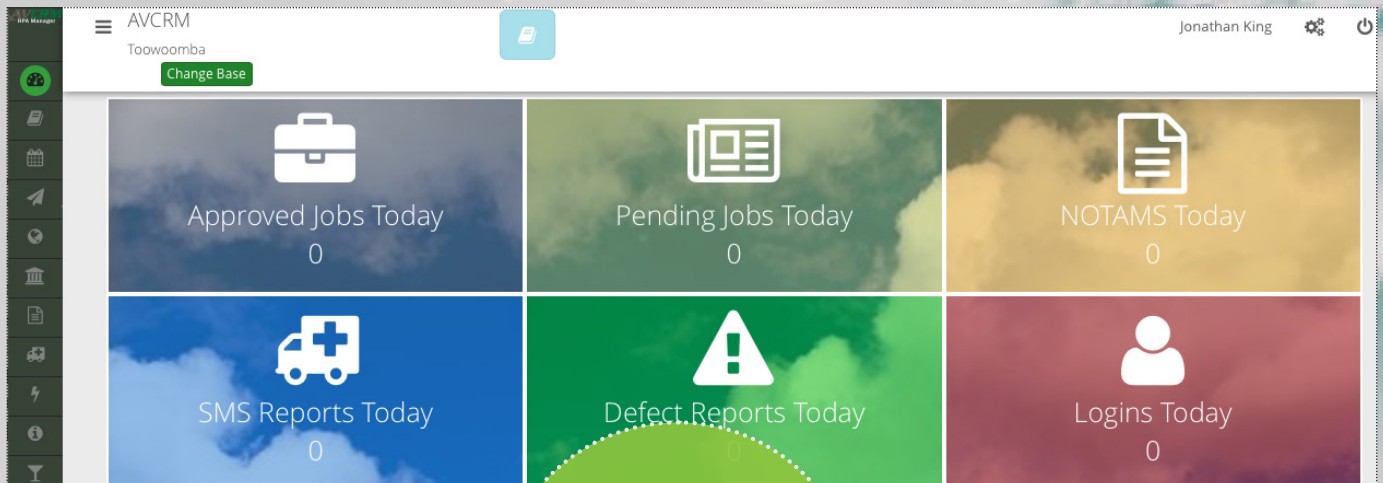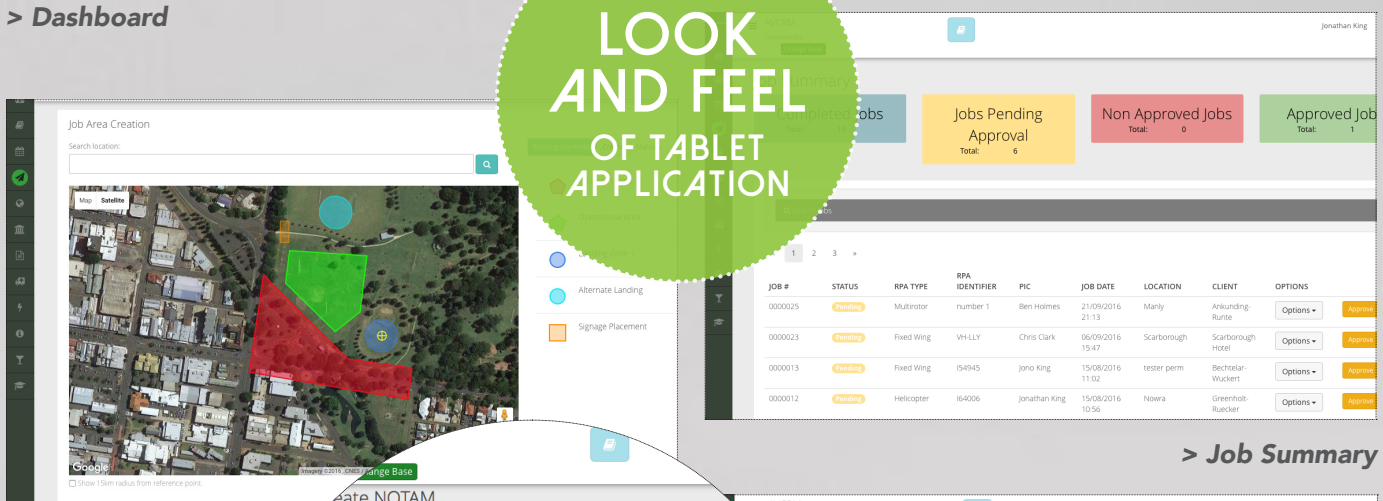
SAFETY HARDWARE

LOOK AND FEEL OF TABLET APPLICATION

> Dashboard

> Job Creation

> NOTAM Generator

> Job Summary
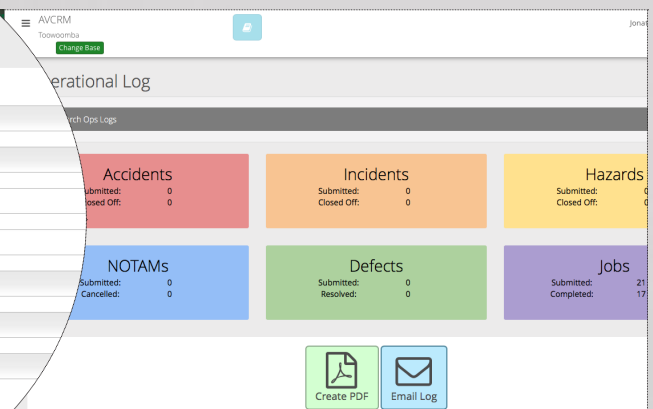
> Operational Log

DESIGN OF SUITE

The AVCRM RPA Manager is an application that has been designed as a user-friendly solution to the current reporting process.

AVCRM are also able to tailor any design templates to suit current branding requirements of clients and partners.

RPA MANAGER FUTURE MODULES

One of our key criteria is innovation. AVCRM will continually endeavour to improve our product range and redefine the benchmark for aviation software solutions. Some features under development right now are:

>   Airservices Document Package;
>   Insurance Manager;
>   E-Learning Module;
>   Auditing System;

SYSTEM HARDWARE

E5 64gb Intel Xeon 1650v2 hex core at 3.9Ghz with SSD fast path, which is up to 10 times faster than normal SSD and increased RAM memory frequency.

The data centres are powered by two separate electrical power supplies and are also equipped with UPS devices. Power generators have an initial autonomy of 48hrs to counteract any failure of the electricity supply network.

All access to the data centres AVCRM uses is strictly monitored. To prevent any intrusions or hazards, every boundary is secured using barbed-wire fencing. Video surveillance and movement detection systems are also in continuous operation. Activity within the data centres and outside the buildings is monitored and recorded on secure servers, while the surveillance team are on site 24/7.

In order to control and monitor access to the data centre premises, strict security procedures have been put in place. Every member of staff receives a RFID name badge which is also used to restrict their access. Employee access rights are reassessed regularly, according to their remit. To access the premises, employees must hand in their badges for verification, before passing through the security doors.

ADDITIONAL SERVICES

Although our product is ultra-intuitive for clients to setup their application, AVCRM are on standby to help with their comprehensive support team and operations:

> Secure encrypted hosting of RPA Operation data sheets and reports;
> Ability to add, update and amend features when required;
> Provide support functions for users;
> Provide application training for clients;
> Provide full hardware solutions inclusive of installation, iPad, car mount system, and stylus.

Applications in the Aviation sector range considerably depending on the level of technical complexity, design brief, additional features and security required.

AVCRM's goal is to provide world class solutions at sustainable prices. Our pricing structure is broken into user core levels with the additional ability for customers to customise their product by selecting only features they require.

Find a package that suits your operational requirement and get started today with instant setup!

AVCRM offers secure payment options and on completion of your order you will receive your setup information via email. We pride ourselves on security and privacy so rest assured that your information is safe with us.

Get started today!

PACKAGES

Sole User

**$57 / month or
$570 / year**

Includes 1 User

Company

**$265/ month or
$2650 / year**

Includes 10 Users

Small Business

**$160 / month or
$1600 / year**

Includes 5 Users

Enterprise

**$400 / month or
$4000 / year**

Includes 20 Users

The AVCRM RPA Manager is incredibly feature rich and allows out of the box compliance.

> Customisable Job Creation forms
> - Auto link with NOTAM generator and work calendar
> - Auto link with SMS module
> - Customisable JSA
> - Auto email function
> - Auto PDF creation
> - Auto link to approval system

> Actionable reporting & task booking with user allocation

> Booking Calendar & Scheduler which auto links to job creator

> Multiple base management system

> Advanced Induction System
> - Manage Staff induction process
> - Auto Link with Job Creation
> - Auto PDF report creation
> - Customisable induction forms

> Advanced Safety Management System

> NOTAM generator system and manager

> Staff qualification manager

> Document control Library system with document sign off sheets

> CASA Regulation Library

> Drug & Alcohol Management Plans

ABOUT *AV*CRM

AVCRM is brought to you by a dedicated team of aviation professionals who have recognised the need for an application that covers all aspects of an aviation business. All too often we have seen companies burdened with the hassle of multiple programs to achieve compliance and operational control. AVCRM's mission is to continually innovate in this area and provide up-to-date, user friendly and relevant aviation management solutions. We pride ourselves on thinking outside the box and offering new ways to improve efficiency in a time poor environment. Rest assured that the team at AVCRM is committed to giving you the best, most secure and value for money product on the market.

AVCRM is a proud member of the Australian Airports Association.

MEET THE TEAM

CHRIS CLARK
Director/Chief Executive Officer

With 12 years experience, Chris has established himself as a leading industry professional across all GA sectors.

Starting as a ground handler at Sydney Aerobatic School, Chris trained up to the position of Grade 2 Flight Instructor, aerobatic training. He flew aerobatic adventure flights in a sponsored Extra 200 and Pitts Special for several years.

In 2010 Chris established his own adventure flight business, Southern Biplane Adventures, at Wollongong, NSW. In under 5 years he has developed this business into the premier adventure flight company in the region with its own major sponsor.
Five Point Aviation, Advanced Flight School opened in July 2014 as the training department of Southern Biplanes. Already the flight school has engaged numerous students in a wide range of training.

Chris holds Surface Level and Formation Aerobatics Endorsements, Multi-engine Endorsement, a number of Training Approvals. Chris is now a Grade 1 Instructor and sponsored display pilot.

As Managing Director/Chief Pilot of Southern Biplanes and Five Point Aviation, Chris has developed a keen understanding of industry best practice and the requirements to safely and efficiently carry them out. His interaction with stakeholders across the aviation industry has given him insight into the broad range of issues important to the operation and management of airports and aircraft Australia wide.

JONATHAN KING
Director/Co-Founder

Jonathan is a Commercial Pilot by profession and is very passionate about the aviation industry.

He has gained experience in aviation from remote area flying, ferrying aircraft, aerobatic joyrides, charter and surveying. Jonathan became the founding Chief Pilot, Aviation Safety Officer and Damp Supervisor for an aerial survey company which surveyed Australian cities for Government and Commercial sectors.

He then gained qualifications in other areas in the aviation sector becoming an Aerodrome Reporting Officer (ARO) and Work Safety Officer (WSO) getting experience at Bankstown Airport. Jonathan then became the Head Work Safety Officer on the Chevron Gorgan project at Barrow Island for the Runway upgrade. Jonathan has also been a Relief Airport Manager at Olympic Dam for BHP and an Aerodrome Reporting Officer for RIO TINTO.

Jonathan has also gained a CASA UAV Controller Licence and worked with Yamaha Australia on their UAV Projects.

He has commenced further studies in aviation management @UNSW to increase his knowledge, specialising in Safety Risk Management and Safety Management Systems.

Jonathan is currently Chief Pilot for one of the world's leading aerial surveying companies.

MEET THE TEAM

JAMES FRATICELLI
Director/Co-Founder

James has been involved in the aviation industry for over a decade. He has worked in all facets of the industry. James gained valuable flying experience all over Australia in the GA sector. Flying skydivers, charter, freight, scenic flights, aerial photography and survey. James' experience isn't limited to just flying, he also has vast experience as a Safety Manager, DAMP supervisor and Operations Manager.

Over the past few years James moved away from flying, to work as an Aerodrome Manager of Australia's largest Fly-In Fly-Out airport in remote WA. During this time, he gained excellent working knowledge of Aerodrome operations, airline operations and the unique needs of the resources sector. He has also provided mentoring, consulting and relief work at other large regional aerodromes.

James' speciality is safety and operational management. He has provided assistance to many flying companies to help gain their initial AOC, as well as assisting Aerodromes transit from Registered to Certified and upgrading compliance manuals to cater for larger aircraft types.

He currently works for an industry leading aerial survey company as their Manager of Operations.

JAMES NORMAN
Director/Chief Technology Officer

James has over 20 years of experience working in the IT industry and is an Airline Pilot for one of Australia's largest regional airlines.

He is able to combine his passion for both industries to bring a wealth of experience and expertise driving the technologies behind all of AVCRMs products to the next level.

James has worked for numerous small to medium sized IT businesses after having completed a Computer Science Degree in 2000. He has performed in numerous roles ranging from System Analyst, Project Manager, Lead Developer and Web Developer. He has a strong passion for programming and learning about new ways to do things.

He gained considerable flying experience working as a Flying Instructor for a popular flying school based on the mid north coast of NSW. During his time there James helped develop an in house software solution to help the school manage the day to day operations of the business. With over 10 years of experience he is able to bring this in-depth knowledge to AVCRM and help ensure that the right technologies fit with the specific requirements of the aviation industry.

REMOTELY PILOTED
AIRCRAFT

GLOSSARY OF ACRONYMS

Air Traffic Control (ATC)

Airservices Australia (ASA)

Australian Safety Transport Bureau (ASTB)

Australian Securities and Investments Commision (ASIC)

Civil Aviation Safety Authority (CASA)

Civil Aviation Safety Regulations 1998 Part 139 (CASR 139)

Department of Infrastructure and Transport (DIT)

Electronic Incident Safety Reports (EISR)

Civil Aviation Safety Regulations Part 101 (CASR 101)

En Route Supplement Australia (ERSA)

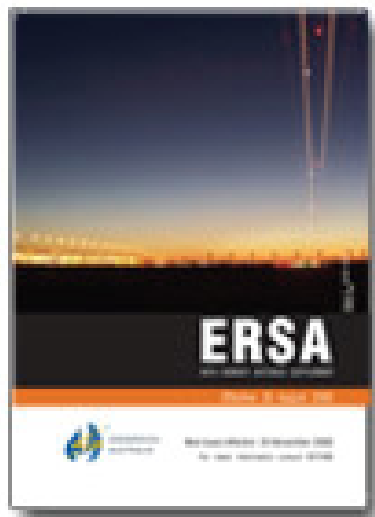Notice To Airmen (NOTAM)

Safety Management Systems (SMS)

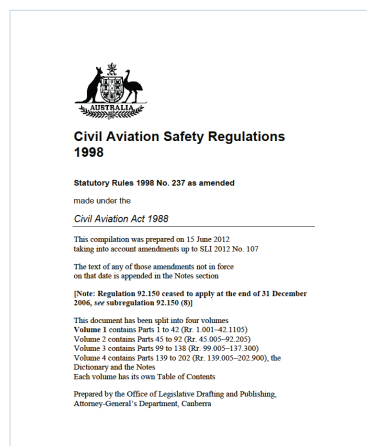Secure Sockets Layer (SSL)

Software Development Life Cycle (SDLC)

Work Safety Officer (WSO)

Works In Progress (WIP)

REFERENCES

Enroute Supplement Australia

Civil Aviation Safety Regulations