

# With iPad and iPhone, United makes the connection.

United Airlines connects millions of people to the places and moments that matter most. The company recognizes that its employees are the key to making those connections happen. With iPhone and iPad, all of United's 85,000 employees are fully mobile and empowered to be their most effective — making tasks simpler to complete, communication easier, and flying more enjoyable for customers. And United employees participate in the ideation and development of iPad and iPhone custom apps, demonstrating United's belief that inclusion propels innovation. This has enabled employees to come up with new solutions to improve travel and put customer service first.

At a glance

**13M**

Passenger minutes  
saved from delays

**10+**

Years of continued  
innovation with Apple  
products and services

**120K**

Total Apple  
devices deployed

"We want our employees to feel empowered, so we provide them with the best mobile tools to do their best work. Apple is the gold standard of mobile devices, which is why we invest in them."- Linda Jojo Executive VP & Chief Customer Officer, United Airlines

## Flying

United pilots aim to deliver best-in-class customer experiences. With iPad, they have instant access to their Electronic Flight Bag, a collection of apps for retrieving accurate, up-to-date information in the cockpit. With current data available at a touch, pilots don't have to rely on paper manuals. Reducing this weight saves United 326,000 gallons of fuel and 21,000 trees' worth of paper each year. And the SkyPath app utilizes the accelerometer built into iPad to sense and map turbulence conditions in real time, allowing pilots to plan safer, more fuel-efficient flight routes.

## Maintenance

United's tech ops team members have streamlined their entire network of maintenance operations with iPad and the United Tech custom app, transforming the way they work. United has also become the first and only passenger airline to obtain Federal Aviation Administration approval to digitize maintenance release documents using the secure Touch ID feature on iPad, contributing to time savings. This transformation has resulted in a nearly 20 percent reduction in tech ops delays on quick turns and a 30 percent reduction in deferred maintenance items.

## Efficiency

To prepare for departure, flight attendants and gate agents need to be completely in sync. With iOS, employees are fully mobile, and fully connected through custom apps. The My Schedule custom app makes it easier for gate agents to receive and accept flight assignments. And with the EasyChat custom app, flight attendants can communicate and manage customer service needs. With custom apps on mobile devices, everyone can work more efficiently to minimize delays.

## Personalization

United flight attendants strive to provide great customer service. And with the My Flight custom app, they're able to offer personalized experiences for every traveler. Designed with seat maps, My Flight lets flight attendants view passengers' names, loyalty status, and accessibility needs to offer personalized service — all at the touch of a finger.

### Results

## Work made easier. Travel made better.

With improved efficiencies, United has been able to reduce the number of departure agents needed for each flight from two to one, without compromising customer service.

The United Tech custom app eliminates technician reliance on paper, reducing maintenance time by eight minutes per flight and saving 1 million pieces of paper per month.

Digital approval for maintenance release documents on iPad has helped to prevent delays on 4,386 flights and save 684,000 passengers annually from experiencing delays.