



How do you make flying safer?

100%

visibility of passenger data

10%

increase in efficiency of health assessments

100

leading airlines receive faster medical aid

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We're the industry's trusted partner to help passengers and crew travel safely - ServiceNow is supporting us in this.

Bill Dolny, CEO, MedAire

Increased health safety in the air

In the COVID era it's critical to conduct fit-to-fly health assessments on passengers before they board the aircraft. Additionally, if a passenger falls ill on a plane flying at 30,000 ft, cabin crew may urgently need backup from expert medical help on the ground. These are now two of the most sought-after services provided by MedAire, an international SOS company formed in 1985 by critical care flight nurse, Joan Sullivan Garrett.

Industry:

Healthcare

Location:

Singapore

People:

350 employees

Products:

• Customer Service Management

servicenow®

MedAire
An International SOS Company

Need for a more specialized system

MedAire typically receives over 500 calls a day into its global contact centers, generating huge quantities of data and demanding the ultimate in organizational efficiency. The business had created its own proprietary system for case management; and it was seeking out ways to take its service to the next level with an end-to-end flow of information. The arrival of COVID provided an ideal opportunity to establish a new approach focused on automated workflows.

Speedier assistance is on hand

On the advice of its implementation partner, MedAire tested ServiceNow Customer Service Management. Satisfied with the integration features, the new fit-to-fly assessment process was built in four weeks.

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Rather than having to jump from one application to another, with ServiceNow Customer Service Management we have everything in one place.

Dr. Paulo Alves, Global Director of Aviation Health, MedAire



This was implemented first, using a third-party cloud platform, followed by in-flight services. To ease the change management process, ServiceNow Customer Service Management implemented MedAire's unique fit-to-fly algorithm to generate the necessary assessment questions. This automated system delivers data such as flight number and airport origin and destination and accelerates communication with airlines.

Algorithm generates in-depth questions

The adoption of ServiceNow has reduced fit-to-fly assessment times by 10%. "Customer Service Management streamlines our operations, enabling us to increase speed and efficiency and reduce miscommunications. It provides structured documentation which improves the quality of our medical records and that is a formidable advantage," says Dr. Paulo Alves, Global Director of Aviation Health, MedAire.

Significant improvement in efficiency

MedAire is now updating its apps and reporting tools. This includes integrating the in-flight app that takes crew through what to do in a medical emergency and automating the time-consuming process of documenting completed cases. If a plane needs to divert due to a medical emergency, MedAire's database of 5,000 airports can advise on the closest hospital, providing the quickest time-to-care. "We're a leader in our industry, and we are always evolving. ServiceNow enables our next evolution. In an uncertain world we can face the future with confidence," says Bill Dolny, CEO, MedAire.



Streamlined

operations, enabling MedAire to increase efficiency



Structured

documentation improves the quality of medical records

