

Small Effort, Big Impact

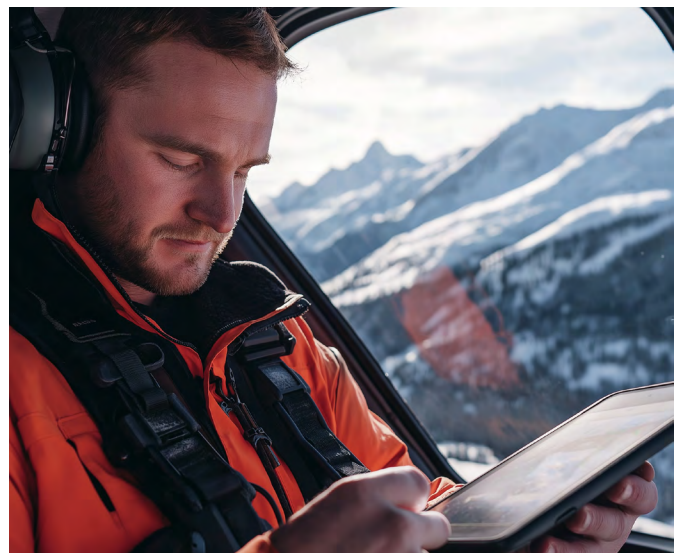


Alpine Helicopters of Kelowna, Canada relies on the electronic flight bag for providing flight plans, weather maps, and more: all the information needed for a safe flight is available to pilots digitally on iPads. The management of the devices is handled by Alex Schubel, who is primarily a maintenance technician for the helicopters at the aviation company.

To manage the tablets as efficiently as possible, Schubel uses the AppTec360 Endpoint Manager: “I am not an IT professional, so I was looking for a solution that would allow me to manage the devices along with the installed apps in a time-saving and efficient manner.”

Thousands of hectares of untracked powder snow without fences, chairlifts, or queues – this is the skiing paradise many alpine ski enthusiasts dream of. Only one means of transportation can bring people to these pristine high-altitude locations between untouched mountain peaks: the helicopter.

Alpine Helicopters is one of the leading companies in the Canadian helicopter industry, specializing in tourism and heliskiing, among other things. Every winter, Alpine Helicopters transports several thousand people to the high-altitude areas of the Columbia Mountains, a range in the Canadian Rocky Mountains in the province of British Columbia, to experience a unique skiing adventure.



“Integrating the tablets into the AppTec360 Endpoint Manager is incredibly easy, it just takes a few clicks.”

Alex Schubel
Alpine Helicopters

Flying Safer and More Efficiently with the Electronic Flight Bag

But even in the summer months, the rotor blades at Alpine Helicopters do not stand still – by contrast the business is much more serious and anything but entertaining during this season: the second major area of activity for the helicopter specialist is firefighting, where the company supports the forest service of the western Canadian provinces from the air.

Whether it's heliskiing or firefighting – to carry out a flight reliably, safely, and legally, every pilot needs a whole set of materials and aids, from the flight book to weather maps and airport information to the pre-prepared flight

plan, including the weight-and-balance calculation. All materials that help orient the pilot in the air and legally document the flight, which have their place in the distinctive pilot's case – or rather: they used to. Because Alpine Helicopters now provides these aids to its pilots digitally. “We are authorized by the Canadian Ministry of Transport to use the electronic flight bag for our work,” explains Alex Schubel, maintenance technician at Alpine Helicopters. “That means almost all the necessary documents are available to our pilots on an iPad, which is mounted at eye level in the cockpit.” This not only eliminates the heavy case but also a lot of paperwork.

Testing the Demo Version without Obligation

Especially in the field of passenger flights, it is important that – for safety reasons – all systems are always up to date and – for compliance reasons – the use of the iPads strictly follows the company policy. To ensure both, Alpine Helicopters decided to manage the pilot iPads with Unified Enterprise Management (UEM). “I found myself unexpectedly in the situation of having to take over the management of the tablets after a colleague's absence. At the same time, I am not an IT professional and have only a few specific IT skills,” explains Alex Schubel. “Therefore, I was looking for a solution that would allow me to manage the devices along with the installed apps in a time-saving and efficient manner.”

The IT service partner of Alpine Helicopters then advised Alex Schubel to use the AppTec360 Endpoint Manager. “I was able to test a demo version of the MDM solution without major commitment and got along with it very well from the start,” says the engineer. Since autumn 2023, the UEM solution from the Swiss provider has been in use in the cloud version at Alpine Helicopters. Due to the incompatibility of one of the software packages with the already older iPad models, Alex Schubel procured new iPads for all pilots and integrated them directly into the AppTec360 Endpoint Manager. “Integrating the tablets into the MDM is incredibly easy, it just takes a

few clicks,” emphasizes Schubel. “When I had questions about rolling out the software, the support team helped me easily – the implementation was really simple.”



Today, Alex Schubel manages 42 iPads with the solution – one device for each pilot and helicopter. This gives him and his colleagues – in addition to automatic software updates and monitoring of policy requirements – another advantage: since there is practically always an iPad in or near a helicopter, it can also be easily located at any time via the AppTec360 Endpoint Manager. This is helpful if the primary satellite-based tracking system should fail. “It’s very reassuring to have an additional means of locating our devices when it comes to fixing the error in a defective tracker,” explains the maintenance technician.



“Due to the simple setup process, the solution is very easily scalable.”

Alex Schubel
Alpine Helicopter

Cloud Solution as an All-Inclusive Package

Alex Schubel feels well-positioned with the cloud version of the AppTec360 Endpoint Manager: “As long as we have a license and the setup is configured, we don’t have to worry about anything on our side.”

This also applies if the business of Alpine Helicopters expands or other devices are added.

“Due to the simple setup process, the solution is very easily scalable. At the moment, we are also considering managing our laptops with the solution,” says Schubel.

The solution makes device management more efficient and gives him more time to focus on his main task: maintaining the helicopters – so that skiers can continue to enjoy carefree hours in the untouched nature of the mountains.

About AppTec

Founded in Basel in 2011, AppTec has now won over 6,400 customers with its simplified and accessible mobile-first solution. AppTec is a Leader in the Crisp Vendor Universe Quadrant and has received several awards as the best mobile device management solution.

Want to learn more about mobile device management with AppTec360? We would be happy to show you how our AppTec360 Endpoint Manager works in an individual WebEx demo session. Just send us an email at sales@apptec360.com

For more information, please visit www.apptec360.com

