

# NAVBLUE Support Portal is now replacing TechRequest “Software & Services”

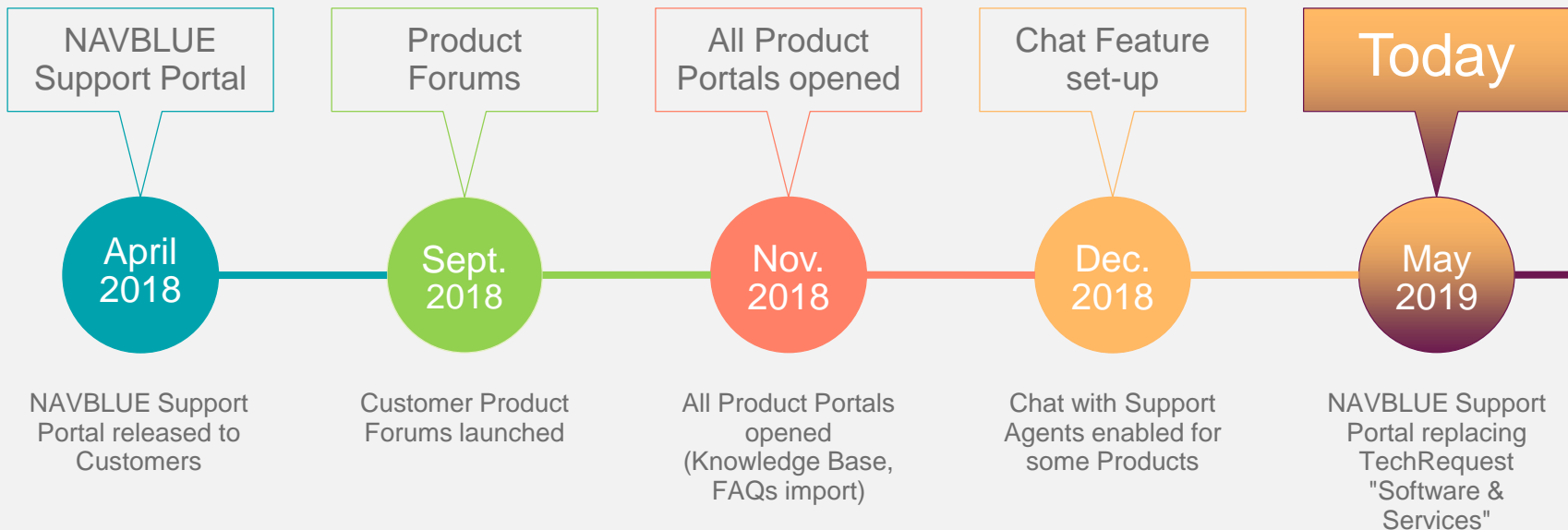
CUSTOMER EXPERIENCE | CUSTOMER SUPPORT

MAY 2019



AN AIRBUS COMPANY

# 1) Introduction



## 2) Previous NAVBLUE Global Support Infrastructure

### NAVBLUE SUPPORT BY PRODUCT



### NAVBLUE Support Portal

<https://www.navblue.aero/support/>

#### OnBoard

Charts+  
Navigation+  
Airports+  
Dispatch+

#### N-RAIM

N-Flight Planning  
N-Performance (AODB, ToDC, V1)  
N-Crew Planning  
N-RAIDO  
N-Tracking

#### Ops Control Centre

### NAVBLUE/AIRBUS scope under Airbus Support Portal

#### TechRequest

N-Performance (PEP / LTS)  
Flysmart+ / eFF  
ADOC  
FODM  
AirFASE / SAMS  
ROPS+

## 2) New NAVBLUE Global Support Infrastructure

### NAVBLUE SUPPORT BY PRODUCT



### NAVBLUE Support Portal

<https://www.navblue.aero/support/>

#### OnBoard

- Charts+
- Navigation+
- Airports+
- Dispatch+

N-RAIM

N-Flight Planning

N-Performance (AODB, ToDC, V1)

N-Crew Planning

N-RAIDO

N-Tracking

#### Ops Control Centre

### NAVBLUE/AIRBUS scope under Airbus Support Portal

#### TechRequest

- N-Performance (PEP / LTS)
- Flysmart+ / eFF
- ADOC
- FODM
- AirFASE / SAMS
- ROPS+

## 2) Final NAVBLUE Global Support Infrastructure

### NAVBLUE SUPPORT BY PRODUCT



### NAVBLUE Support Portal

<https://www.navblue.aero/support/>

#### OnBoard

Charts+  
 Navigation+  
 Airports+  
**Flysmart+ / eFF**  
 Dispatch+

#### N-RAIM

N-Flight Planning  
**N-Performance (PEP / LTS)**  
 N-Performance (AODB/ToDC/V1)  
 N-Crew Planning  
 N-RAIDO  
 N-Tracking

#### Ops Control Centre

#### Airline Flight Operations

**ADOC**  
**FODM**  
**AirFASE / SAMS**

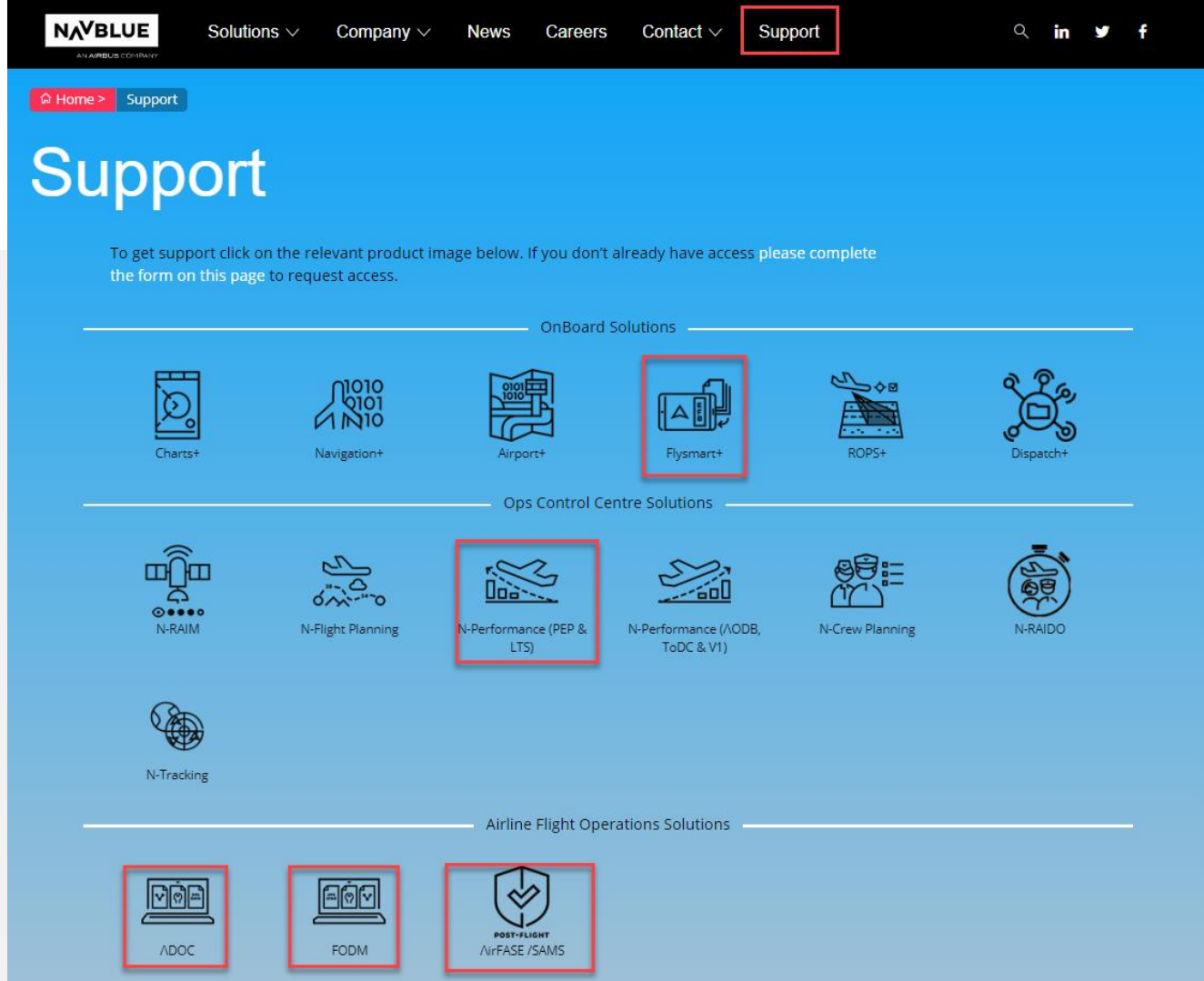
**AIRBUS providing support under Airbus Support Portal**

TechRequest

ROPS+

## 2) NAVBLUE support portal – Home page

ONE SUPPORT PORTAL FOR ALL NAVBLUE PRODUCTS



The screenshot shows the NAVBLUE Support portal home page. The top navigation bar includes links for Solutions, Company, News, Careers, Contact, and Support (highlighted with a red box). Below the navigation bar, there is a breadcrumb trail: Home > Support. The main heading is "Support". A message states: "To get support click on the relevant product image below. If you don't already have access please complete the form on this page to request access." The page is organized into three sections: "OnBoard Solutions", "Ops Control Centre Solutions", and "Airline Flight Operations Solutions".

**OnBoard Solutions**

- Charts+
- Navigation+
- Airport+
- Flysmart+ (highlighted with a red box)
- ROPS+
- Dispatch+

**Ops Control Centre Solutions**

- N-RAIM
- N-Flight Planning
- N-Performance (PEP & LTS) (highlighted with a red box)
- N-Performance (AODB, ToDC & V1)
- N-Crew Planning
- N-RAIDO

**Other Solutions**

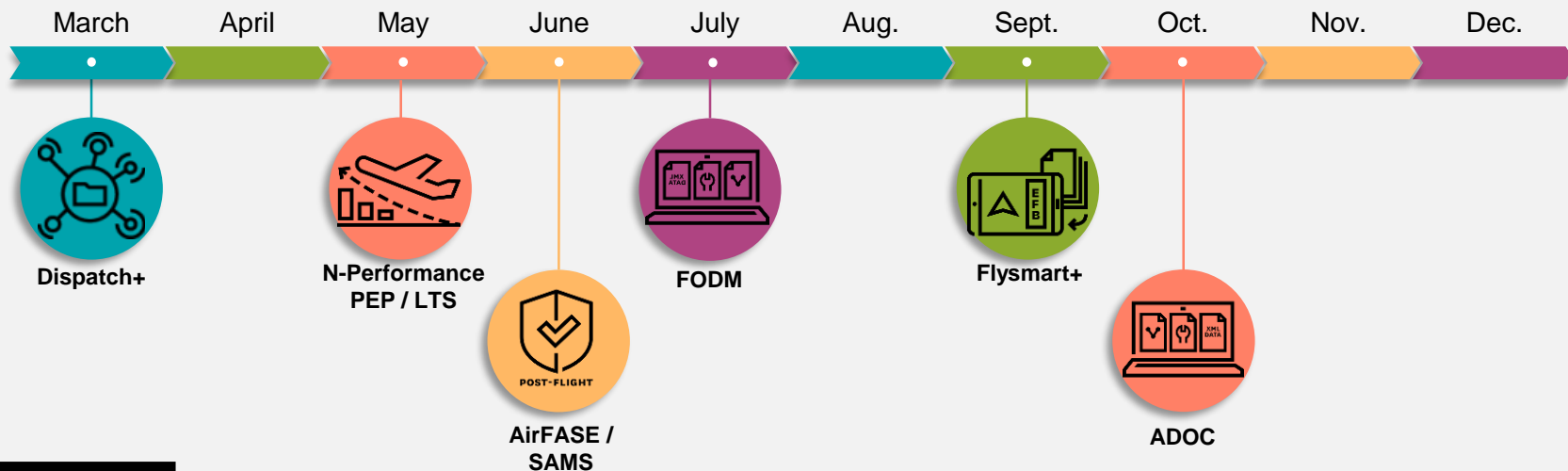
- N-Tracking

**Airline Flight Operations Solutions**

- ADOC (highlighted with a red box)
- FODM (highlighted with a red box)
- POST-FLIGHT /virFASE /SAMS (highlighted with a red box)

### 3) NAVBLUE Support Portal replacing TechRequest "Software & Services" : 2019 Roadmap

For all Products, the Knowledge Bases have already been imported on the NAVBLUE Support Portal.



## 4) NAVBLUE Support Portal Live Presentation

### PRESENTATION OF:

- Overall Architecture of the NAVBLUE Support Portal
- The Ticketing
  - How to raise a ticket
  - How to check tickets statuses
- The Knowledge Base (i.e Solutions)
  - Roadmaps
  - Releases Notes
  - FAQs
- The Forums

NAVBLUE  
Solutions Company News Careers Contact Support

Home Support

# Support

To get support click on the relevant product image below. If you don't already have access please complete the form on this page to request access.

### OnBoard Solutions

- Charts+
- Navigation+
- Airport+
- Plysmart+
- RDP5+
- Dispatch+

### Ops Control Centre Solutions

- N-RAIM
- N-Flight Planning
- N-Performance (PEP & LTS)
- N-Performance (AOB, ToDC & V1)
- N-Crew Planning
- N-RAIDO

N-Tracking

### Airline Flight Operations Solutions

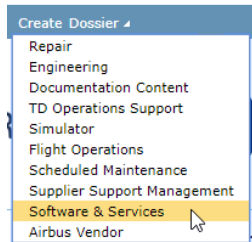
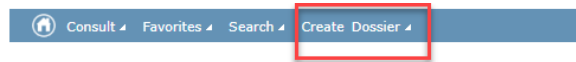
- ADOC
- FODM
- PROF-PLIGHT / AirPASE / SAMS



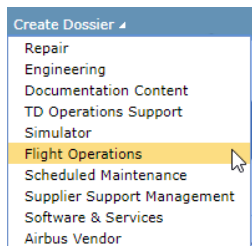
## 5) What you need to remember

- If you need support on “**Software & Services**” please login to **NAVBLUE Support Portal** and open a new ticket

- If you need support on “**Flight Operations**” please create, as usual, a dossier on **TechRequest**



### NAVBLUE Support Portal



### TechRequest



## 5) Conclusion

- Connect to the NAVBLUE Support Portal: <https://www.navblue.aero/support/>
- Please **share your feedback** with us on the portal **so that we know what you would like us to do better!**

**Thank you!**  
**For more information please contact us**

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<https://www.navblue.aero/support/>



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