HOW TO AVOID THE DREADED CALL FROM THE CABIN.
It’s the call directors of maintenance hate to receive. The aircraft is cruising along fine at 30,000 feet. But the in-flight Wi-Fi suddenly goes down just when the C-suite passengers want to videoconference with a major client, download the quarterly financial charts, or chill out and watch the big game. They understand the quirks of technology and they know the Wi-Fi usually works just fine. But, frankly, they’re impatient by nature and just a little bit irritated. So they pick up the phone. They call you. They want answers. Now.

Okay, let’s rewind. Imagine you have a powerful application that continuously and automatically monitors the health and wellbeing of the in-flight Wi-Fi and satellite communications connection for every aircraft in your fleet. The app provides you the awareness to stay ahead and correct any problems before they affect the passenger experience.

You can stop imagining. New features to the Honeywell GoDirect Network application give the maintenance team on the ground unprecedented access to in-flight Wi-Fi and SATCOM status information, from the moment of connection pre-takeoff and through every phase of flight. All this – and more – is available on your laptop, tablet or smartphone.

The app performs queries of the SATCOM hardware and uses icons and text messages to indicate the status of every component and confirm whether an end-to-end internet connection has been made. GoDirect Network identifies problems with visual cues and provides guidance on how issues can be resolved. Ideally before the CEO tries to log on.

GoDirect Network provides a wide range of other information to help you ensure that your in-flight Wi-Fi is operating effectively. Fast, reliable and consistent Wi-Fi has become the standard expectation and a key differentiator in business aviation.

Your VIP passengers expect – and deserve – connectivity comparable to what they experience at their homes and offices, wherever and whenever they fly. Providing it is the best way to make sure that your next call from 30,000 feet is a compliment.