crews

CUPPS POWERED BY RESA

CREWS offers multiple benefits:

≡ lower check-in & boarding operations costs

≡ 100% IP architecture

≡ very high availability level

≡ optimized maintenance

≡ powerful administration tools

≡ open architecture

≡ runs on the latest operation system releases.

System for sharing check-in and boarding gates

Enhanced passenger processing

CREWS is a proven CUTE/CUPPS system for seamlessly sharing check-in and boarding positions and the associated peripherals (2D boarding pass printers, bag tag printers, boarding pass readers, MSR and OCR readers, etc.) among the various airlines present at the airport.
It provides direct access to airlines' applications from standard workstations (back-office workstations).

A software integration platform

CREWS is a software integration platform enabling users to download applications located on a central server to workstations, based on user access rights that are different for each airline. The configuration information is also centralized on a server, making the whole system perfectly secure and allowing an easy update management.

Unlimited airline integration

Integrating a new airline into the CREWS environment (CUTE or CUPPS application) is done seamlessly in RESA's laboratory. The system currently integrates a large number of packages for a variety of airlines. Any certified package can be easily deployed at any airport upon request. CREWS CUPPS remains compatible with the CUTE applications, thus allowing airlines to work out their new developments according to their own schedule.

Centralized system

The applications are all located on the file server, facilitating updates and maintenance, since proprietary airline programs are not hosted on the CREWS workstations, which are all identical. Moreover, this means that workstations can be deployed at remote airports without a significant structural investment.

An easy-to-administrate system

CREWS architecture is designed to enable an airport or its service providers to operate the platform themselves, and includes user-friendly supervision and maintenance tools as standard features. CREWS USAGE REPORT (optional tool) also enables the airport to retrieve usage statistics of its CREWS workstations.

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Powerful administration tools

Configuration tool

CREWS is supplied with powerful tools including wizard assistants, which allow local administrators to easily do recurring tasks (addition of workstations, configuration of peripherals, etc.). Additionally, the airport can provide airlines with a user management tool, which allows them to manage their user rights precisely.

Deployment tool

UPDATE PACKAGER is a powerful application that automates the remote updating of CREWS workstations through a local network or through a remote link (VPN).

Supervision console

The supervision console displays the status of the CREWS system at all times.

≡ Workstation supervision

Administrators can remotely control any CREWS workstation, reboot and check parameters such as software environment, hardware features (processor, memory, remote accessed discs, etc.), address and trace server level. This tool can also be used to send messages to users, test devices remotely, etc.

≡ Trace server

The CREWS trace server records transactions carried out on the CREWS network according to a level of relevance defined by the administrator. Data recording parameters can be set and requested information can be functionally filtered (reading, printing, etc.). This tool helps to precisely identify the causes of malfunctions and rapidly inform airlines for action.

≡ Device test tool

The CREWS device tester checks that peripherals (printers or readers) connected to the CREWS workstations are working correctly. This is very useful when installing a new peripheral or detecting a problem. The system can print bag tags and boarding passes remotely, and check peripheral connection status as well as device response when external elements are installed.
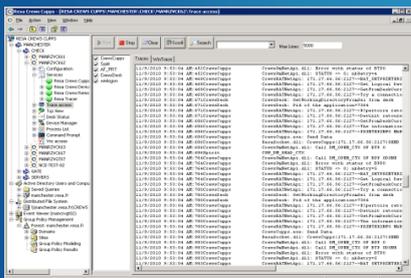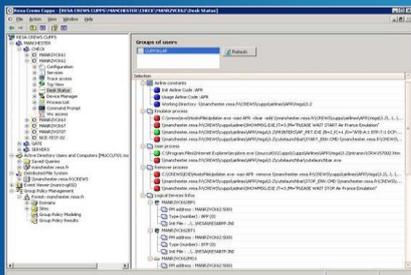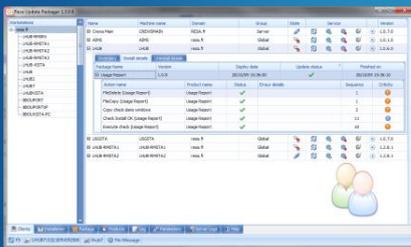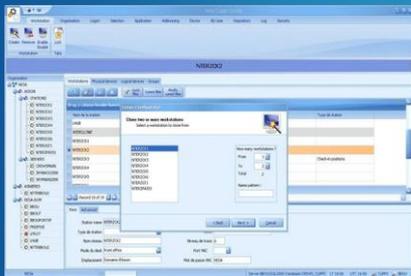
Please feel free to contact us for detailed documentation about CREWS.

V1.0

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