

# **CALEB Technologies™ Corp. Integrated Operations Recovery Solution**

**AGIFORS Airline Crew Conference 2001  
Cancun, Mexico**

*Changing the Game  
in Operations Planning and Recovery*

# CALEB Technologies Corp

*Solving our customers' toughest challenges  
through advanced real-time decision support  
systems (ARDSS) technology to improve  
business performance through planning and  
operational excellence*

# 2000 Highlights

- High Demand for Solutions
- Technology Leadership
  - ◆ Staff
  - ◆ Developments and Patents
- Customers
  - ◆ Continental
  - ◆ Northwest
  - ◆ Southwest
  - ◆ Numerous Engagements

# High Demand for Solutions: Industry Challenges

- Delays and Cancellations - Front Page News
- Airlines Complexity - Extremely High
- Manual Solutions Expeditious, Not Optimal
- I.T. Integration Efforts are Formidable
- Solution Must Work in the SOC

# High Demand for Solutions: CALEB Technologies

- The Leaders in Advanced Real-time Optimization/Decision Support
- Generate Multiple, Optimal Solutions
- Product Architecture Speeds Integration
- Products are Proven in the SOC

# Continental Airlines:

## Disruption Recovery with CrewSolver

### Recovery for the New Year's Eve 2000 Nor'easter

- Nor'easter hit New York metropolitan area, worst since 1996
- 12/29/2000 Pre-Cancel 35% reduction for 12/30 = 112 cancellations
- 12/30/2000 Complete shutdown of Newark hub = 113 cancellations
- Crew members effected = 354

#### Other Airlines

- Impact on earnings
- Up to 3 days to recover
- Unhappy customers
- Unhappy crews

#### Continental w/ CrewSolver

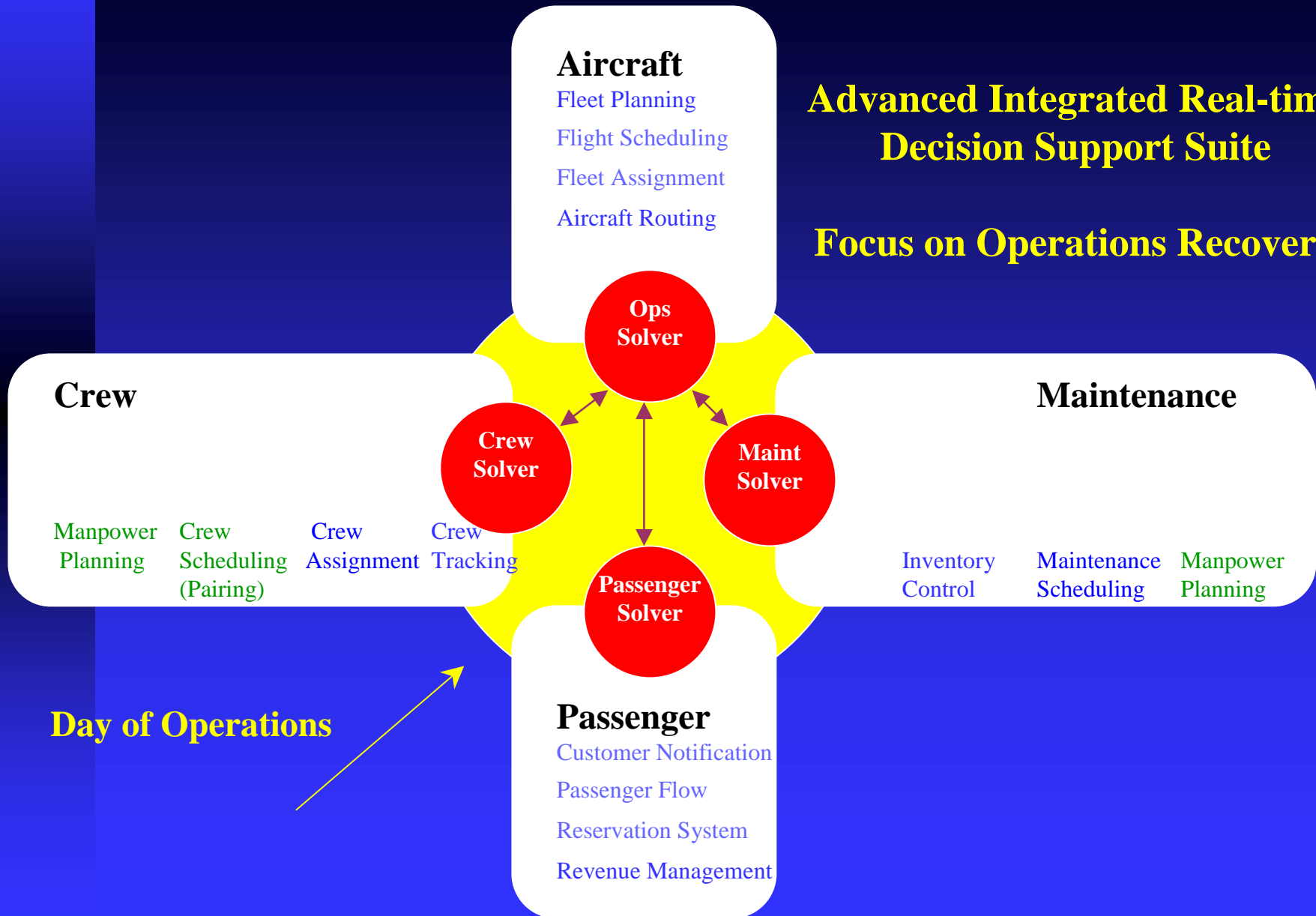
- Profitable
- Less than 5 minutes to Solve
- Estimated Manual Solution: 18 hours
- Recovered by the next day
- No crew complaints

**Continental was back to normal operations in record time**

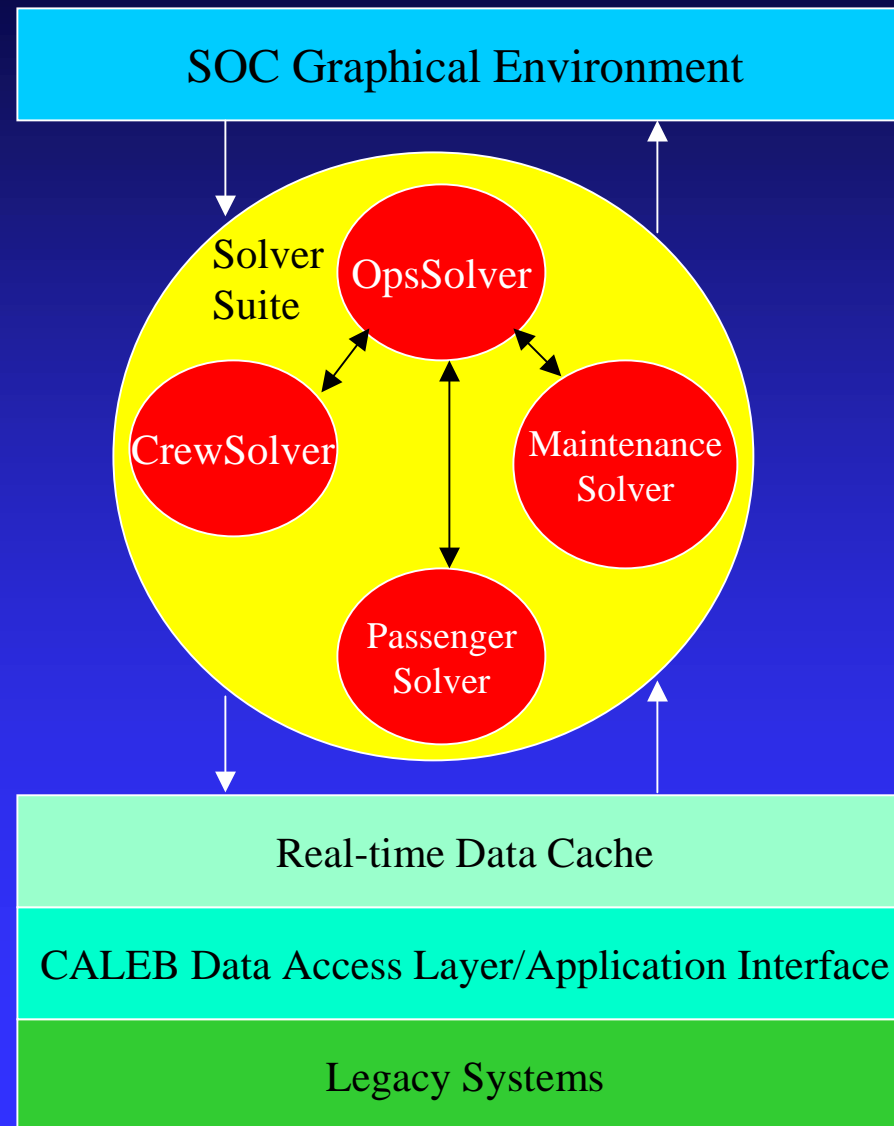
# CALEB Technologies in the Airline Application Space

**Advanced Integrated Real-time  
Decision Support Suite**

**Focus on Operations Recovery**



# Integrated Operations Recovery Solution



# Outlook for 2001

- More major customer announcements
- Continued patents and innovation
- Integration with SOC graphical user interface
- Continued enhancements to the integrated operations solution
- Integration with customer-driven alliance partners for more comprehensive solutions