

Crewops Aviation Platform

Crew-facing software for airlines: one app your crews already carry, one browser workspace for your departments, and four products you license one by one. Each works on its own, works with the others, and connects to the systems you already run.

Crewops Insight

Roster fatigue assessment, in the browser

Crewops Safety

Safety reporting and the safety office's records

Crewops Academy

Training records, courses, exams, read-and-sign

Crewops Library

Manuals and revisions on the crew phone

What the platform is

Most crew-facing work in an airline still runs on e-mail, shared drives, web forms behind a company login and paper in the crew room. Crewops moves that work onto the phone in the crew member's pocket and gives each department one place to follow it up.

YOUR CREWS

Use **Crewops Crew**, the company edition of the Crewops roster app. They open it with your airline's crew code: no account, no password. On their profile, under My airline, they find the products you hold: Safety, My training, the Library. Reports are written offline and sent when the phone is back online; downloaded lessons and manuals open offline.

YOUR DEPARTMENTS

Sign in to the **operator portal** with your airline's operator code; the link comes with your licence. Each department sees its own product: the safety office its reports and records, training its records and courses, documentation its manuals. A **Today** board lists what needs action across all of them.

Crew phone

Crewops Crew: roster, reports, training, documents. Seven languages.

≡
reports,
results
notices,
replies

Your workspace

One per airline. Opens only with your operator code or API keys made from it.

≡
portal,
API,
webhooks

Your departments and systems

Operator portal in the browser; your SMS, HR, training and document systems.

Three principles

- **What you buy is what opens.** Each product is licensed on its own. Your operator code lists the products you hold; crews of an airline without Safety see no Safety entry in their app.
- **Start with one, add the others.** A safety office can start alone. When training joins later, the same crews, codes and app carry it.
- **Fit what you already run.** An API, signed webhooks, ECCAIRS E5X and CSV exports, SCORM import and a web report link let a single product live inside your existing systems.

Four products, one data layer

Each product below lists what your crews do on the phone, what your department does in the portal, and the rules it is built around. Regulation references describe the design; your procedures, records and approved systems prevail.

FOR FLIGHT OPERATIONS, CREW PLANNING AND FATIGUE RISK MANAGEMENT

Crewops Insight

Reads your roster export in the browser and assesses every duty: FDP against its limit, predicted alertness through the duty, night and early-start exposure, planned against flown. The roster file never leaves your computer. Crews who choose to share their post-flight Samn-Perelli rating send it with the flight it belongs to, and you see it beside the prediction. Very tired ratings from the last seven days appear on the Today board.

Built around: EASA ORO.FTL, UK CAA, SHGM SHT-FTL and FAA Part 117 rule sets; ORO.FTL.120 fatigue risk management.

FOR THE SAFETY OFFICE

Crewops Safety

ON THE PHONE

- Sixteen kinds of report: twelve safety reports, from an air safety report to a commander's discretion report, and four operational ones.
- Flight, aircraft, stations and duty times filled in from the roster; each kind asks its own questions.
- Up to four photos, anonymous sending, offline queue.
- The reporter follows the status and reads the office's reply.
- Crews without the app report through your **web report link** (English and Turkish), with a follow-up page.

IN THE PORTAL

- Report box with the 72-hour clock, classification (occurrence class, ADREP category, event type, mandatory reportable, ERCS risk), actions and replies.
- Investigation: root cause, contributing factors, five whys, findings.
- Risk register on the 5×5 matrix, audits and findings, management of change, indicators.
- Exports: CSV with the Annex I fields and **ECCAIRS E5X** files that your office uploads to the ECCAIRS 2 portal or its authority's system.

Built around: Reg. (EU) 376/2014 and 2015/1018, Reg. (EU) 2020/2034 (ERCS), ICAO Annex 19 and Doc 9859, ORO.GEN.150, ORO.GEN.200.

Crewops Academy

ON THE PHONE

- Read-and-sign notices: crew notices, safety bulletins, memos, one tap to confirm.
- My qualifications with their expiry dates.
- Courses with video and PDF lessons kept offline, exams and a certificate.
- Your existing **SCORM 1.2 and 2004** modules, played offline in the app.

IN THE PORTAL

- Qualification matrix: every crew member against every qualification, expired, missing, expiring within 30 days or valid, against role requirements you set.
- Course and exam builder; exams graded on the server, so answers never reach the phone.
- Who has signed, completed and passed, with the attempts.
- Records in by CSV or API from your training system; records out by CSV.

Built around: ORO.FC recurrent checking and training, Part-CC cabin crew training, ORO.GEN.110 communication to crews.

Crewops Library

Manuals, procedures, bulletins and forms on the crew phone under their code (OM-A, CCM...), current revision only, with the change log and effective date. A revision can ask crews to read and confirm it by a date; the portal shows who has. PDFs are kept in your airline's store, served only to your paired crews, and open offline. Revisions can be published from your document system through the API.

One place to see what needs doing

The portal opens with your operator code in any browser. Nothing to install.

PART	WHAT IT DOES
Today board	One list, across the products you hold, of what needs action now: reports near or past their 72-hour clock, urgent reports not yet opened, overdue actions and findings, intolerable risks, expired or missing qualifications, notices, courses and revisions past their date, very tired crew ratings. Each line opens its record.
Product workspaces	Safety, Academy, Library and Insight, each for its department. Products not held stay closed and say so.
Connections	Signed webhooks to one endpoint of yours, API keys for each of your systems, and the API reference at hawkmason.com/crewops/api .

INTEGRATION

Each product connects to your systems

NEED	HOW CREWOPS MEETS IT
Reports into our SMS	Signed webhook on every new or changed report; full records through the API; CSV and ECCAIRS E5X exports.
Crews without the app	A web report link the safety office shares on its own channels; it can be replaced at any time.
Records from HR or training	Qualification records written through the API or uploaded as CSV; completions and signatures sent back by webhook.
Existing e-learning	SCORM 1.2 and 2004 packages imported in the portal and played offline on the phone.
Our document system	Revisions published through the API; confirmations sent back by webhook.
Security of access	One operator code per airline; API keys per system, revocable one by one; crew codes never open operator data.

Data and privacy

- A crew member's roster, sleep and health data stay on their phone. Only what they send reaches your workspace: a report, a signature, a course result, a shared post-flight rating.
- Your records are kept in a workspace set up for your airline and open only with your operator code or API keys made from it. Records are deleted on your request.
- Each crew code is paired with one phone, so a colleague cannot open someone else's records. An anonymous report carries no crew code.

From a trial to a licence

STEP 1

A trial

Your department gets an operator code for the portal, and a group of your crews gets a crew code. They receive Crewops Crew in a pilot programme and the product opens. Nothing to integrate on day one.

STEP 2

Your way of working

Your categories, notice types, document codes, role requirements and language are set during the trial. Your IT team connects webhooks or the API if you want them.

STEP 3

A licence

Each product is licensed per operator for the period you choose. What your code lists is what opens, for your departments and your crews.

What we need from you to start

- The product or products you want to try, and the department that owns each.
- A roster export from your crew system (for Insight and for the flight details in reports).
- For Academy: a qualification records export; for Library: the first documents to publish.
- A contact in your IT team if you want webhooks or the API.

Commercial terms

Each product is licensed on its own, per operator. Your quote states the products, the number of crews, the licence period and the price; it is sent with this overview or on request.

What Crewops is not

It does not build rosters or pairings, run operations control or plan flights, and it does not submit reports to an authority on your behalf. It holds no approval from any authority. Single sign-on is not offered today; tell us if your IT policy needs it.

Hakan Aydın

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hawkmason.com/crewops/faq
hawkmason.com/crewops/api

Crewops is independent software by Hawk & Mason Studios. Regulation references describe which rules a feature is built around; they are not a statement of approval by any authority. Your procedures, records and approved systems prevail. October 2026.