

# PAPER & OUT

We caught up with **Robert Saunders**, director of business development at Ultramain to find out more about paperless systems

**Q: What inspired the development of Ultramain ELB?**

Ultramain Systems has been in the aviation software business for over 40 years and many of our employees have an aviation background. We understand the needs of the industry from decades of prior experience in the field. The concept for Ultramain ELB came from our desire to continue to provide innovative products into the industry that we love.

When we created our Onboards System Division in 2005, there was not much talk about electronic technical logbooks, but we knew it could be done, and we dedicated our new division to developing an easy-to-use full functioning electronic technical logbook.

At that time, the product was designed for built-in EFBs including Class 3 devices. However adoption was slow because the technology was new and



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**TODAY, ALL  
ULTRAMAIN ELB  
IMPLEMENTATIONS  
ARE BEING MADE  
USING MOBILE DEVICES**  
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**ROBERT SAUNDERS**  
director of business  
development, Ultramain

data to be sent to downline systems. Ultramain ELB integrates with flight scheduling systems, M&E systems, doc archival systems, fueling systems, aircraft movement systems, receipt of documents for distribution to aircraft and more.

Regarding integration with M&E systems, Ultramain ELB has been integrated with a number of SAP implementations where all are different, Ultramain M&E and AMOS, and is being integrated with two other M&E systems now, all per Chapter 17.

**Q: How do you handle training and support for airline staff?**

Our usual training model is train-the-trainer. Our team will provide training to an airline individual or group such that

because built-in Class 3 EFB hardware was expensive and hard to maintain. Airlines were having a hard time justifying the costs. With the advent of the Apple iPad, a less expensive more rugged device became available. We immediately saw its potential and began development of a new version of the product based on iOS. Today we support Windows OS devices as well.

**Q: How does your software integrate with existing airline systems?**

Our Ultramain ELB is SPEC 2000 CH 17 compliant (the eLogbook data standard) which allows ELB Ground System



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 INDIVIDUAL CUSTOMER  
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they can train end-users. We do offer direct training of end-users, but this is not practical based on the size and/or native language of certain customers.

The application supports training scenarios that can be reset for new training sessions.

**Q: What challenges have you faced during implementation, and how have you overcome them?**

In the past, one hurdle was the high initial cost and ongoing maintenance cost of installed EFB hardware. But today, all Ultramain EFB implementations are being made using mobile devices, which are inexpensive and highly reliable.

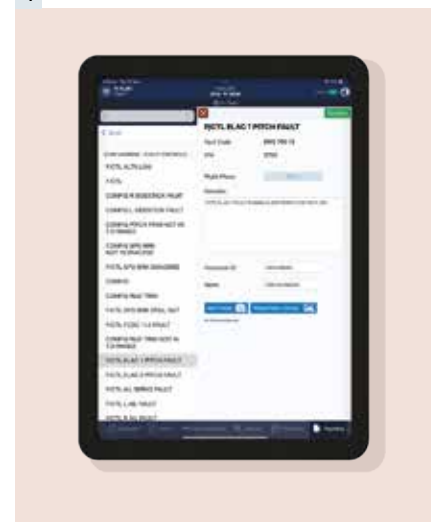
**Q: How do you incorporate customer feedback into your product development?**

Enhancements and new features are driven by market demand and customer input. We address individual customer needs during implementation but in addition there is an active user community providing direction to the development team. Our next user group meeting is scheduled to take place in Q4 2024 in London.

Also, there was a time when aviation regulatory authorities were reluctant to allow digital systems to replace the paper technical log as the system of record, but today they are not.

Today the only hurdle to Ultramain ELB implementation is going through the business process change in switching from using paper to digital. Big changes always involve projects, and it takes effort to get them started. ●

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- 1 The product works on multiple devices
- 2 The advent of the iPad substantially reduced costs for airlines
- 3 The product in use on the flight deck
- 4 Authorities are now allowing digital systems to replace paper technical logs