



## **VIRGIN ATLANTIC ANNOUNCES eMRO BY TRAX AS IT'S NEW MAINTENANCE MANAGEMENT SYSTEM SUPPLIER**

**December 2019** – Virgin Atlantic's Engineering & Maintenance team has announced eMRO by TRAX as their selected IT system for future maintenance management. This is a milestone moment for the Engineering & Maintenance team who have made the multi-million-pound investment to provide a platform for simpler, smarter maintenance. This will support the airline's travel experience for its customers, ensuring aircraft are available on time through ground time optimization.

Phil Wardlaw, VP Engineering & Maintenance commented:

"The selection of eMRO by TRAX forms part of our Engineering Transformation Programme which will see us relaunch our Engineering & Maintenance digital capabilities. Transitioning to eMRO offers a huge range of benefits; a simple, automated, accessible, paperless platform centered around control and compliance of our fleet maintenance. It will be a great new tool for our people and will ensure that the ground time of our aircraft will be better optimized and even more efficient. Ultimately this will lead to reduced disruption for our customers and will support our ambitions to become the most loved travel company."

Jose Almeida, President & CEO stated:

"It is with great pleasure that TRAX partners with Virgin Atlantic to mobilize their maintenance operation. Virgin is a renowned airline with a 35-year history of offering its innovative product to its customers. TRAX plans to aid Virgin Atlantic with its stellar service by offering the right tools for their paperless processes and real-time data that will enhance the efficiency of the maintenance operation."

This announcement marks the start of an exciting new partnership between Virgin Atlantic and TRAX, who will be developing a fully-defined delivery schedule with go-live anticipated in 2021. eMRO by TRAX replaces Virgin Atlantic's existing maintenance management system which has been operative since 2010.

The selection of a new maintenance platform represents a step change in Virgin Atlantic's technology portfolio and positions the airline toward smarter operations and enhanced customer journeys.

**ENDS**

For more information on Trax please contact Maureen Coletta on 001 305 662 7400 x 630 / [Maureen.coletta@trax.aero](mailto:Maureen.coletta@trax.aero)

For more information on Virgin Atlantic please contact the press office on 01293 747373 / [press.office@fly.virgin.com](mailto:press.office@fly.virgin.com)

## **About Virgin Atlantic**

Virgin Atlantic was founded by entrepreneur Sir Richard Branson 35 years ago with innovation and customer service at its core. Today Virgin Atlantic carries 5.4 million customers annually, and was recently voted Britain's only Global Five Star Airline by APEX for the third year running in the Official Airline Ratings. Headquartered in London, Virgin Atlantic employs more than 10,000 people worldwide and operates a fleet of 45 aircraft serving 27 destinations across four continents. Alongside joint venture partner Delta Air Lines they operate a leading transatlantic network - offering up to 38 flights per day between the UK and US with onward connections to over 200 US and international cities. In September 2019, Virgin Atlantic took delivery of its first Airbus A350-1000 aircraft - helping to transform the fleet into one of the quietest and most fuel efficient in the sky.-

The airline's ambition is to become Britain's second flag carrier at an expanded Heathrow airport, connecting passengers between a domestic, European, and global network. More information on the campaign for slot reform can be found here: [www.twoflagcarriers.com](http://www.twoflagcarriers.com).

On May 15, 2018 Air France-KLM, Delta Air Lines and Virgin Atlantic Limited signed definitive agreements to combine the existing trans-Atlantic joint ventures. From January 2020 the airlines' expanded joint venture will become the preferred choice for customers travelling across the Atlantic offering the most comprehensive route network, convenient flight schedules, competitive fares and reciprocal frequent flyer benefits, including the ability to earn and redeem miles across all carriers.

In February 2019 Virgin Atlantic acquired Flybe and Stobart Air, as part of a consortium with Stobart Group and Cyrus Capital Partners. In October 2019, Flybe rebranded as Virgin Connect, Europe's largest regional airline, flying 8.5 million passengers each year to 170 destinations, connecting customers around the UK regions to Virgin Atlantic hubs in Manchester and London Heathrow. Stobart Air is a profitable franchise operation based in Dublin and includes Propius, an aircraft leasing business.

For more information visit: [www.virginatlantic.com](http://www.virginatlantic.com) or [www.virginholidays.co.uk](http://www.virginholidays.co.uk) or via Facebook, Twitter and Instagram @virginatlantic @virginholidays