Why to use dispatch outsourcing instead of inhouse OCC?

Top 5 advantages to use outsourcing of dispatch functions (OCC):

1. Pay-per-flight approach

Instead of paying fixed monthly salaries to inhouse dispatchers, certification, office rent, software, and other related costs, you will pay fixed rate for performed flights (or similar way).

Such approach allows to decrease effect of flight seasonality when OCC is overloaded during summer period and underloaded during winter period.

You have access to unlimited number of certified dispatchers and can use them as much as necessary.

Total cost of OCC (including indirect and not visible costs) is much lower using outsourcing.

2. Flexible combination of inhouse and outsourcing

Part of OCC functions can be still performed inhouse to fulfill internal requirements and keep confidentiality.

Scope of outsourced tasks can be designed individually according to the nature of duties, geography or timeframe.

Outsourcing can be applied only for specific tasks (flight planning, permit processing, handling arrangement), for flights within specific regions or only during specific time frames (nights or weekends).

Also outsourcing can be used only within peak-periods as assistance to inhouse OCC.

3. Access to discounted 3rd party rates

FCG OPS accumulates flights of many air companies, more than 15 000 legs per year.

Such volume and long-term partnership allow to get significant discounts for ground handling, fuel, and other services.

Our procurement team on daily routine makes price tendering, signs agreements, and prepares trip cost estimates.

Dedicated travel team with IATA license is focused on services for crew members (hotels, tickets, transfer) using professional travel resources.

4. Accumulated experience

For 20 years FCG OPS has accumulated experience of more than 400 air companies.

Their approach for flight support, established contacts, know-how and effective tips are used in daily routine by the team of 25 dispatchers.

Continuous participation in industry events, internal and external training and experience exchange with partner allows us to keep up to date.

5. Online environment

Internal software ATOM allows customers to follow status of the flight or specific task online from any device.

Also, ATOM can be integrated with customers software for data exchange. For example, automatically receive trip requests and flight details and send back tasks status and even invoices.

All this minimizes extra phone calls and e-mails.