



Network computing lands at American Eagle

American Eagle is known for investing in what it takes to stay at the forefront of the regional airline industry. Now, the airline is taking advantage of advanced computer technology to improve training while cutting costs.

American Eagle, which is the world's largest regional carrier and part of AMR Corp.'s Air Transportation Group, recently launched a program to change the way it trains its airport agents. And the IBM Network Station – the simple, yet powerful network computer that lowers the total cost of ownership at the desktop – is playing a key part in American Eagle's plans.

Expanding local access
Currently, American Eagle trains airport agents at regional training centers in several locations throughout North America. "Centralized training is costly because we have to bring the agents to our training centers," says Duane Stanley, Director of Communications and Systems at American Eagle. "Our goal is to take training on the road – move it out of the regional training centers and put it at the 110 airport locations that American Eagle serves."

To do this, the company plans to place Network Stations at all of its local airports, connected to the local server. The reason, according to Stanley, is that the Network

Stations offer far more capability than "green screen" terminals, while being easier to manage and less expensive to own than PCs. The Network Stations will run all typical counter transactions – from reservations and check-in procedures to preparing boarding passes – making training more convenient and realistic for the agent.

"Using the Network Station and a new training program we're developing in HTML, everything will look and act just as it would in the actual work environment," Stanley says.

Application	On-site training and terminal replacement
Hardware	IBM Network Station Series 100
Software	IBM Network Station Manager, in-house training program





The IBM Network Station

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*—Duane Stanley,
Director of Communications and Systems
at American Eagle.*

More power, less space
While the initial shipment of 20 Network Stations is devoted to piloting the new training program, the company is considering purchasing more than 1500 IBM Network Stations. Many of these will be replacing and upgrading the capabilities of outdated 3270-type terminals at airport counters.

According to Stanley, the Network Station's small footprint and built-in network access capabilities will reduce American Eagle's overall corporate real estate expenses. "Airport counter space is at a premium," he says. "To place current technology there with today's terminals would require extensive counter modifications."

"Besides," Stanley adds, "our existing terminals have gone way beyond their useful life cycle. We can't get spare parts for them. And we have Year 2000 issues to address, which will be easier with the Network Station."

A competitive advantage
Once the training program is set, American Eagle looks ahead to other potential uses for the nimble Network Station. One possibility: as the client in a client/server aircraft inventory and purchasing system that is currently under development. By using the Network Station in place of existing terminals for this application, American Eagle hopes to move from its current X.25 terminal-host connection to a less expensive frame relay connection to the Network Station.

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For more information
To find out more about how network computing with the IBM Network Station and the IBM family of servers can help you make the most of your business opportunities, call 1 800 IBM-7080, priority code 6N7BK005, in North America. Outside North America, call 416 383-5152, priority code 6N7BK005. Or contact your IBM Business Partner or local IBM representative.

If you have access to the Internet you can find additional information via the World Wide Web at: <http://www.ibm.com/nc>.



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8-97

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GK20-5601-00