How Does the MyFlightTrain Product Provide Value in the Aviation Marketplace?

Trip Marshall is the vice president of product management for Flying Software Labs, Inc. Marshall was formerly a first officer for SkyWest Airlines, and a chief flight instructor for Cornerstone Aviation. He earned a bachelor's degree in political science and government from Ft. Lewis College.

Q: Start by telling us about the MyFlightTrain product — why it was created, and where did it come from?

A: Our CEO, Jack Garzella, was upgrading his licenses to fly multi-engine twins about six years ago. The software the flight school was using was inadequate and generated a tremendous amount of paper that got, lost, and many times was incorrect. Jack researched flight training software options for the training center, but the solutions on the market then were obsolete, one-dimensional and expensive. Jack created a modernized and effective flight training scheduling product, and the business grew out of its success.

Our initial goal was to create an integrated management system for flight training to support Part 61, Part 141 and 142 operations. The system had to be 100 percent integrated and a 100 percent paperless system via Web and mobile applications. The functions we provide are integrated scheduling, dispatch, billing (VA, college, etc.), and aircraft maintenance with a 'robust' client-configurable compliance engine for FAA, TSA, etc.

Q: What is the value that MyFlightTrain provides to customers?

A: We provide four key values for our customers. First, we provide a solution set that addresses a key issue for general aviation training operations: how to improve revenue and profit margins. We really help them be more efficient in student, instructor and aircraft scheduling by integrating all the resources needed to conduct training and ensure all elements are ready for flight. Second, we consolidate and manage all the compliance documentation needed to ensure safe flight operations, including pilot and instructor training records, test and check ride scores, licenses and ratings, and aircraft airworthiness. This information is readily available for FAA, TSA and other regulatory organizations to audit so that record-keeping costs are kept low, and fines are avoided. Third, we have a flexible billing system that is easily adaptable, auditable and reduces the cycle time from a billable event to payment received by the training organization. This really helps with cash flow and working capital challenges for businesses. Fourth, we developed a comprehensive product solution set within the MyFlightSolutions portfolio, which integrates MyFlightTrain with our other products that address maintenance, FBO, Part 135 charter operations, airport management and other related aviation business needs.

Q: What is your role with MyFlightTrain?

A: I oversee the product management operations for our **MyFlightSolutions** portfolio. In this role, I ensure that we meet and exceed customers' requirements, ensure our product modules are fully integrated, and continually add new capabilities and products for the aviation community.

Q: How has your career prepared you for this important role?

A: I have been a chief flight instructor and an airline pilot. These experiences enable me to address our customer needs from the viewpoint of a training chief and as a pilot. What has always been important to me is the efficiency of preparing for training flights, passenger flights and other aviation duties. Of course, the most important aspect of flying is safety. I really bring that perspective to everything we do for our business.

For more information, visit www.myflightsolutions.com, email us at info@myflightsolutions.com, call us at 801-694-0242 or just stop by Booth #C13337 during the event!!

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