

MessageViewer





# MessageViewer

## Great savings with a modern and efficient messaging system

MessageViewer is the software solution that delivers telex messages directly on the user's computer display. With MessageViewer the telex printers of the aviation community are sent on well-deserved retirement but the best principles from the telex world are transferred to the computer world.

MessageViewer provides not only the business but also the users with a great many advantages.

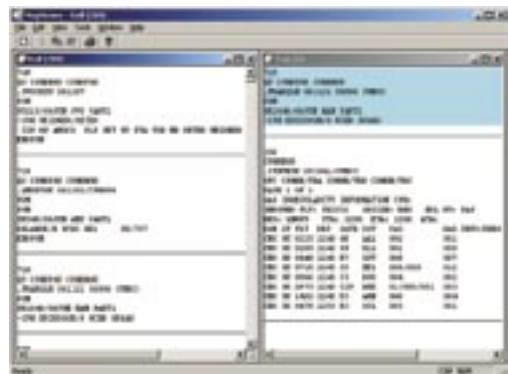
### Business advantages:

- Fast message and case handling
- Large savings on telex printers and telex paper
- Less administration and smoother workflows
- Fast return on the business's investment (ROI), typically in less than 6 months.

### User advantages:

- Optimised work routines that again improve efficiency.
- Improved overview and reduced stress – the user only receives relevant messages.
- Reduced number of errors because the messages can be filtered and saved.
- All digital capabilities: copy/paste, text search, notes, mail, etc.
- User-friendly design because the scrolling concept is known from the telex scrolling era.
- And of course: A final farewell to the lengthy telex messages.

*The left column in MessageViewer is the scroll where the messages tick in. It is possible to filter messages so the user only receives messages that are relevant to him/her. The right column functions like a tray that the user can use for messages that require his/her attention.*



## Implemented by SAS in Denmark, Norway and Sweden

MessageViewer has been developed by Gamma Partner in collaboration with SAS Ground Services in Copenhagen and is now also used by SAS throughout the rest of Scandinavia.

Any company that is connected to the aviation community's international messaging system, SITA, will benefit from implementing MessageViewer.

### Gamma Partner ApS

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### MessageViewer – completely new capabilities

With MessageViewer the user can now view messages on the display instead of as previously on telex paper printouts.

This fact offers a series of functions that a printer cannot provide:

- Individual setup
- Message sorting
- Message filtering
- Free text searching
- Information sharing
- Possibility of saving messages on a day-to-day basis
- Possibility of entering comments in the messages
- Electronic archiving of all messages.

### System architecture

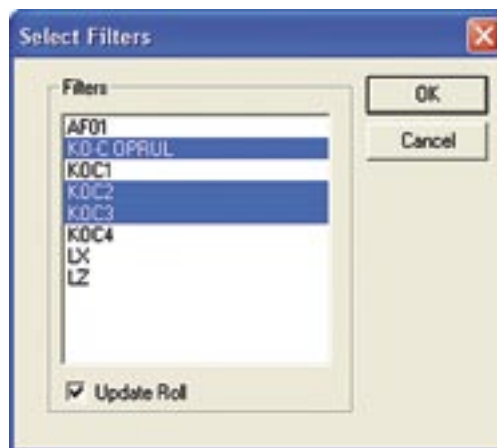
The MessageViewer system is a client/server system that consists of three parts:

- MessageCatching
- MessageStorage
- MessageViewer.

MessageCatching collects the messages. The method used depends on the source, however MessageCatching defaults to receiving messages sent via TCP/IP. The system can also be setup with a standby receiver unit.

MessageStorage is the database that manages all messages and other information relevant to the

*It is also possible to define filters that select certain types of messages. The user is able to enable/disable these filters during his/her work.*



MessageViewer system. Today, Oracle database servers are typically used.

MessageViewer is the system's interface and it ensures that the messages that normally are printed out are received directly on the display instead.

MessageViewer supports the Windows XP, Windows 2000 and Windows NT platforms.