

CrewBid Case Study



Transforming Pilot Vacation Bidding

CLIENT OVERVIEW

A U.S.-based airline sought to modernize its annual pilot vacation bidding process, a critical yet time-intensive workflow that directly affects pilot satisfaction, compliance, and operational stability.



"CREWBID RAN OUR PILOT VACATION BID IN ABOUT 30 SECONDS. MY OLD WAY TOOK NEARLY 16 HOURS. THE RESULTS WERE VIRTUALLY IDENTICAL...EXCEPT CREWBID ACTUALLY FOUND A FEW ERRORS I'D MADE MANUALLY." - JEFF BOSCH, SENIOR DIRECTOR, CREW RESOURCES



THE CHALLENGE

Each year, the airline's crew planning team spent days validating and finalizing vacation awards across multiple pilot seats and bid rounds. The process relied heavily on manual checks, making it both labor-intensive and vulnerable to human error. Manual validation carried several known risks: consuming valuable SME (subject matter expert) time on repetitive tasks, exposure to costly mis-awards and resulting grievances, and potential downstream impacts to schedules and operations when errors required correction.

THE SOLUTION

The airline implemented CrewBid, a configurable bidding and validation platform designed to automate complex contract logic and eliminate manual data reconciliation. CrewBid automatically enforces bidding rules, processes results, and provides clear audit trails, giving crew planners and management immediate confidence in award accuracy. To validate results, Sun Country ran CrewBid alongside their traditional manual process for an initial comparison round.

EFFICIENCY GAINS

CrewBid reduced the manual workload from hours to seconds, freeing up senior planners to focus on higher-value strategic work such as forecasting and contract modeling, instead of repetitive bid audits.

16 HOURS < 30 SECONDS

CREWBID DELIVERS A 99.95% TIME SAVINGS

ACCURACY AND ASSURANCE

CrewBid not only matched the results of the manual process but also identified errors made during manual validation, proving that automation could deliver greater reliability and transparency than the traditional approach.

RISK MITIGATION

Even a single mis-awarded vacation can trigger costly ripple effects: grievances, make-whole payments, and operational disruption. CrewBid mitigates those risks by ensuring rule compliance and preventing errors before schedules are finalized.

BID, BETTER

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