

Application: 7531

Viettel SkyBook - Vietnam’s First Fully Digital Electronic Flight Bag (EFB) for Airlines

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| Page: General Information |
| Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee’s employer. |
| Name of Organization/Company Viettel Technology Investment One Member Limited Liability Company (Viettel Software) |
| Mobile Phone Number +84 96 771 19 96 |
| Additional Contacts I would also like to have others receive emails about the disposition of our entries. |
| Page: Entry Information |
| Entry Title Viettel SkyBook - Vietnam’s First Fully Digital Electronic Flight Bag (EFB) for Airlines |
| Category Q05h. New Product of the Year - Information Technology - Software |
| New Product Submission Format Written Answers |
| a. Briefly describe the organization that developed the nominated new product: its history and past performance (up to 200 words). Required <p>Viettel Software is the dedicated IT outsourcing (ITO) arm of Viettel Group, one of Asia’s largest telecommunications and technology corporations, serving over 130 million users across 10 international markets. As Viettel’s strategic technology powerhouse, Viettel Software plays a pivotal role in designing, developing, and operating enterprise-scale software systems that drive digital transformation across key sectors including telecommunications, finance, manufacturing, logistics and aviation.</p> <p>Established in 2020, Viettel Software has rapidly emerged as one of Vietnam’s leading IT outsourcing companies, with a team of more than 1,500 highly skilled engineers. The company has successfully delivered over 200 large-scale digital transformation projects both domestically and in overseas markets where Viettel operates.</p> <p>What truly sets Viettel Software apart is its world-class software engineering capability, recognized by the prestigious CMMI Level 5 certification — the highest standard for software process maturity, held by only a handful of companies in Vietnam.</p> <p>Combining global delivery standards with deep industry knowledge and military-grade security practices, Viettel Software is uniquely positioned to provide innovative, scalable, and mission-critical solutions to clients worldwide. The development of Viettel SkyBook, Vietnam’s first fully digital Electronic Flight Bag (EFB) platform, exemplifies this commitment to innovation and operational excellence at scale.</p> |
| b. Specify the date on which this nominated product was introduced to the marketplace. Outline the nominated product's features, functions, benefits and novelty (up to 250 words). Required <p>Viettel SkyBook, launched in June 2024, is Vietnam’s first fully digital Electronic Flight Bag (EFB) system—paving the way for smarter, paperless flight operations. The platform allows pilots, engineers, and dispatchers to manage operational documents in real time, even offline, improving efficiency and reducing errors.</p> <p>SkyBook offers a comprehensive suite of modules:</p> <ul style="list-style-type: none">- Flight Briefing: Provides synchronized pre-flight data for pilots.- Digital Library (E-Doc): Stores and shares operational manuals and notices.- E-Logbook: Digitally records flight hours and activities in compliance with Civil Aviation Authority standards.- E-Checklist: Allows engineers to perform and track aircraft maintenance steps accurately.- Flight Notices (E-FON): Simplifies the creation and distribution of dispatch information.- EDM (Equipment Device Management): Manages devices and usage logs for compliance and control. <p>Each module is designed to streamline specific workflows, ensuring full visibility, coordination, and data integrity throughout flight preparation, execution, and post-flight phases.</p> <ul style="list-style-type: none">- Pilots use E-Logbook to log flight hours digitally—improving task efficiency by 20–30%.- Engineers rely on E-Checklist and E-Doc for real-time access to manuals and checklists—enhancing maintenance by 25–35%.- Dispatch teams leverage E-FON and E-Doc to accelerate approvals—cutting processing time by up to 30%. <p>Successfully deployed at Vietnam Airlines as MOPlus, SkyBook reduced flight prep time by up to 90%, supported over 1,000 pilots and 3,000 crew, and replaced paper entirely. The system is currently being introduced to potential partners including Vietjet Air, Laos Skyway, and VNHS—highlighting Viettel Software’s growing role as a trusted digital partner for regional aviation.</p> |

c. Explain why the nominated product is unique or significant. If possible compare the product to competitors' offerings and/or to the organization's other or past products (up to 250 words). Required

Viettel SkyBook is Vietnam's first domestically developed, fully digital Electronic Flight Bag (EFB) system—marking a historic milestone in the nation's aviation digitalization journey. While major global EFB platforms are typically developed by aerospace giants such as Boeing (Jeppesen FliteDeck Pro), Airbus (FlySmart), or Lufthansa Systems (Lido/eRouteManual), these solutions often come with high costs, limited customization, and longer deployment cycles.

In contrast, Viettel SkyBook is designed with flexibility, localization, and cost-efficiency in mind. Backed by its proven track record in building and operating large-scale, mission-critical IT systems for the telecommunications sector—the core business of Viettel Group—Viettel Software has delivered platforms that serve tens of millions of users across Vietnam and 10 international markets. This expertise in handling complex systems, high-concurrency environments, and military-grade security laid a strong foundation for Viettel Software to confidently lead in aviation technology, where accuracy, safety, and regulatory compliance are paramount.

Compared to global competitors, SkyBook stands out for its offline usability, modular microservices-based architecture, and deep integration with domestic airline systems—all at a significantly lower total cost of ownership. Its first real-world deployment, under the name MOPlus for Vietnam Airlines, has outperformed legacy paper-based processes by reducing flight preparation time by up to 90%, eliminating manual printing for over 1,000 pilots and 3,000 flight attendants, and enabling real-time monitoring and compliance tracking.

Viettel SkyBook exemplifies Viettel Software's capability to deliver sovereign, scalable, and innovative solutions—setting a new benchmark for digital aviation platforms in the region.

d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional

To substantiate the claims made throughout this nomination, we are providing a comprehensive set of supporting materials that demonstrate the innovation, credibility, and measurable impact of Viettel SkyBook:

- 1. Company Profile – Viettel Software: Showcases our full capabilities as Vietnam's leading IT outsourcing provider, with a track record in large-scale digital systems across telecom, finance, logistics, and aviation. Includes our CMMI Level 5 certification.
- 2. Official Signing Ceremony (Vietnam Airlines x Viettel Software): News articles, press photos, and formal announcements verifying the strategic cooperation to deploy SkyBook under the name MOPlus. This confirms market adoption and trust from Vietnam's largest national carrier.
- 3. Sao Khue Award Certificate & Ceremony Photos: Viettel SkyBook was honored with a 5-star award in the Aviation Enterprise Management category at the prestigious Sao Khue Awards 2025, affirming its national recognition and industry impact.
- 4. Product Introduction & Technical Architecture: A detailed slide presentation that provides in-depth information on Viettel SkyBook's modules, system design (microservices, offline mode), integration capabilities, and security compliance. This demonstrates the technical depth and strategic thinking behind the solution.
- 5. Media Coverage: A compilation of major press features highlighting SkyBook's launch, real-world use cases, and award recognition—further validating its effectiveness and innovation.

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