NEWS letter

Irish Aviation Authority now decided for EMPIC

Modules for Personnel, Organisation Approval and Auditing

Kick-off meeting in Dublin: (from left to right) Johannes Hofmann (Head Software Development EMPIC), Liam O'Neill (IT Manager IAA), John Steel (Division Manager IAA), Sinéad Quirke (Assistant Director IAA), Tom Regan (Assistant Director IAA), Terry O'Neill (Assistant Director IAA), Maurice O'Connor (Division Manager IAA), Brian Skehan (Assistant Director IAA), Kevin O'Driscoll (External Consultant, IAA), Mark Kane (Expert, IAA), Norbert Quiering (Project Manager EMPIC).

One Dozen Aviation Authorities in Europe and Africa rely on the extraordinary Software Solution of EMPIC GmbH.

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Dear Readers,

we are happy to welcome CAA of Ireland (IAA) as customer number twelve. IAA closed this business due to our prominent position in the market. One dozen customers in Europe and in Africa rely on our software solutions already. The market share in Europe reached more than thirty percent. We expect further countries to join our community very soon. Every new customer increases the attraction of our products. Our customers benefit from many synergies; i.e. commonly agreed development, tests, data reuse etc. These combined efforts lead to a strong user community. We organise appropriate meetings to discuss and prioritise the future software development together with our customers. Further, our clients benefit from tremendous time savings because the software is available at any time and can be introduced quickly. This is a good chance to implement a running software solution before an EASA or ICAO audit will take place. Moreover our customer will show a better performance in these audits. The auditors had no findings concerning EMPIC-EAP so far; on the contrary we received compliments for the transparent data management and storage as well as the compliance to highest safety standards.

Introducing EAP is an established process (data migration, training, project management, documentation etc.) compared to the long project duration and the high risk of failing when deciding for individual software development. The feedback from our current customers and the high number of leads speak for themselves.

Enjoy reading!

Jörg K. Kottenbrink
Managing Director EMPIC GmbH

IRISH AVIATION AUTHORITY
ÚDARÁS EITLÍOCHTA NA hÉIREANN

The Irish Aviation Authority (IAA) was looking for a standard software solution for aviation authorities at the end of the year 2008. Their most important requirement: the package should already be in use by several other customers. The result of the EU tender showed that EMPIC

Customer No. 12

was - and still is - the only provider able to fulfil this requirement. Finally EMPIC got the contract in February 2009. IAA is planning to introduce the personnel licensing modules (licences for flight crew,

mechanics, air traffic controller and medical certificates for pilots and air traffic controller), the module for organisation approval and auditing with several sub-processes (like air operators, air traffic control, maintenance organisations, airports, flight schools, maintenance trainings organisations) and the central modules (customer management, ERP-interface, reporting tool) within 2009. The technical modules (type certification, aircraft register, aircraft ownership, obstacle management) are options of the frame contract for later introduction.

Reducing Costs with EMPIC

When using EMPIC-EAP your costs will drop because the implementation and operation of standard software is cheaper than comparable individual software development.

Another big advantage is the high number of other users. This is your chance to reduce costs for maintenance and service as well. EMPIC integrates experiences and new

requirements of the aviation authorities into the software modules as an outcome of the user meetings. In the meantime the product EAP delivers a valuable contribution to the harmonisation within Europe. Therefore we hope to be able to invite more clients to the user meetings soon. Additionally, there is a regular exchange of experiences and opinions.

Content

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EMPIC **2**

International User Meetings

Many countries participated at the international user meetings in Erlangen mid February. The main aim was the exchange of experience, especially the discussion about future development within the different software modules of EAP. The authority representatives discussed different modules during several days. The users also elected a speaker of the user group for every module. EMPIC provides the development of new features in the software packages as one element of the maintenance contract. It is the task of the user group to prioritise the desired functions. This leads to an extremely customer-focused approach, where EMPIC listens to the demands of current and prospective customers. Some interested customers even took part in the user meetings to contribute with their aspects. The customers drew a very positive conclusion after the event. Further meetings will take place every six months.

The group "Central Modules" (from left to right): Daniel Zingg (FOCA Switzerland and speaker of this group), Armin Kollinger (Project Manager EMPIC), Balázs Patyi (Expert NTA Hungary), Georges Schmitz (Deputy Head Software Development EMPIC), Johannes Hofmann (Head Software Development EMPIC), Volker Raum (Chief Software Architect, EMPIC), Károly Stier (Project Manager NTA, Hungary), Jörg Kottenbrink (CEO and Managing Director EMPIC), Petra Gabrijel (Expert CAA Slovenia), Ulf Blomqvist (Project Manager Transportstyrelsen Sweden), Andrej Perc (Expert CAA Slovenia), Robert Nilles (Project Manager DCA Luxembourg), Pierluigi Maffieri (IT, ENAC Italy), Alessandro Serravalle (IT, ENAC Italy), Alberto Anglade (Expert and speaker for MPL module, ENAC Italy).

The group "OAS" – Organisation Approval and Surveillance (f.l.t.r.): Stefan Schwab (Senior Software Developer EMPIC OAS), Johannes Hofmann (Head Software Development EMPIC), Norbert Quiering (Project Manager EMPIC), Georges Schmitz (Deputy Head Software Development EMPIC), Gert Weinmann (Project Manager FOCA and speaker of this user group) Balázs Patyi (Expert NTA Hungary), Jörg Kottenbrink, Charlotte Algotsson (Inspector Transportstyrelsen, Sweden), Ulf Blomqvist (Project Manager Transportstyrelsen Sweden); below: Martina Richiger (Inspector FOCA Switzerland) and Károly Stier (Project Manager NTA, Hungary). Further participants at the user meeting were: Roland Roulin (Project Manager FOCA Switzerland and speaker of FCL-M and now also of FCL user group) and Péter Gyüre (Expert NTA Hungary).

EMPIC organised a meeting for several south-east European aviation authorities covering the topic "Medical" at the beginning of February in the Croatian capital of Zagreb. We presented the EMPIC software for the medical fitness checks of pilots and air traffic controllers. The participants (f.l.t.r.): Dr. Igor Jelcic (Specialist Occupational Medicine Croatia), Mirjana Vitoshevic (IT of CAA Serbia), Adnan Hadzic (Expert at CAA Bosnia Herzegovina), Dr. Fejsal Boric (Chief Medical Officer CAA Bosnia Herzegovina), Dr. Mile Preboc (Chief Medical Officer CAA Serbia), Stefan Mitov (EMPIC), Dr. Zoran Lolic (Chief Medical Officer CAA Croatia).
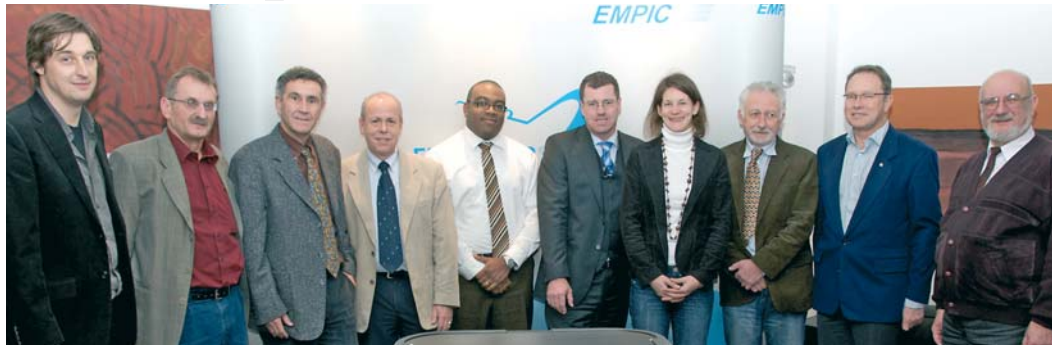
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Future Development "Medical"

Another user meeting of FCL-M / ATC-M modules took place in December in Erlangen.
The representatives of the authorities discussed the agenda and priorities of future development without the presence of EMPIC in the first session. In the second session the users discussed the details of the proposed features together with EMPIC. One of the issues was the exchange of examination data from one EMPIC system to another EMPIC system in a different country. This makes sense because more and more countries use the EMPIC system and the pilots go to a medical fitness check very often abroad.

The participants of the user meeting "Medical" (f.l.t.r.): Christian Zwerger (Project Mangager EMPIC for FCL-M/ATC-M), Roland Roulin (FOCA, Switzerland and speaker of the user group), Dr. Severin Muff (Chief Medical Officer FOCA Switzerland), Dr. Martin van Zitteren (Chief Medical Officer IVW DL Netherlands), Viangelo Hooi (Project Manager IVW DL Netherlands), Jörg Kottenbrink, Nora Katzenbeisser (Expert of the Medical Section, Austro Control, Austria), Dr. Branko Brodnik (Chief Medical Officer CAA Slovenia), Dr. Rolf Heimberg (Chief Medical Officer CAA Norway), Dr. Gabor Hardicsay (Chief Medical Officer NTA Hungary).

Visit from Kenya

In December 2008 three guests from Kenya came to EMPIC in Erlangen to sit for trainings in various modules. The guests had the chance to visit the Christmas market in Nuremberg in the evenings and to taste our regional specialities. Richard Heindl, CEO of HEITEC AG and Shareholder of EMPIC GmbH, participated in the de-briefing session of the trainings. From left to right: Nancy Kyandi (Licensing Expert KCAA, Kenya), Jörg Kottenbrink (EMPIC), Lucy Mwangi (Boss Licensing KCAA, Kenya), Richard Heindl, John Mwangi (Licensing Expert, KCAA Kenya).

Delegation to UAE

Joerg K. Kottenbrink, Managing Director of EMPIC, had several business meetings with potential partners in the United Arab Emirates joining a delegation journey of the Bavarian Ministry of Economy and Transport together with a Bavarian Aviation Cluster.

The participants of the delegation journey had intensive talks at the evening receptions of the German ambassador in Abu Dhabi and the German Consul General in Dubai as well.
Joerg Kottenbrink had the honour of presenting the EMPIC solution to His Highness Ahmed bin Saeed Al Maktoum, president of "Depart-ment of Civil Aviation" and CEO of Emirates Airlines.

High ranking contacts: Jörg K. Kottenbrink (left) hands over the EMPIC presentation to His Highness Ahmed bin Saeed Al Maktoum (right), middle: Randolf Rodenstock (vbw, head of delegation).

He holds several other positions as well.

Jörg K. Kottenbrink presented EMPIC software solutions at the EMAAG (European Military Aviation Authorities Group) meeting in Budapest. Military aviation authorities come together at EMAAG using this platform to discuss their standardisation work. Their work is similar to the regulations of civil aviation authorities. For this reason several countries are also interested in EMPIC-EAP for military aviation.

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EAP Version 3.0 comes in May

EMPIC will introduce the functionality of "DPS" (Data Push Service) with version 3.0 in May this year. In addition EMPIC delivers many enhancements in the different application modules.

DPS means that the user automatically will be informed about updates of data that is currently visible on the screen. One user will for example edit the address of a pilot at one location and several other users utilise this address at other locations and / or other modules at the same time. The push service actively informs all opened views of the change of address as soon as the updated information is stored. The views will update completely automatically at all users screens without any user interaction. This guarantees that the data is up-to-date at any time and place. The solution fits ideally into the complete architecture of EAP and fulfils the demands to security, memory use, performance and server clustering. The customer can switch this function on and off, even individually per end user. EMPIC is currently implementing further applications based on this service; i.e. a broadcasting message service to all users. CM and MPL will be the first modules to run with DPS.

Moving into the new EMPIC computer operation centre: The air condition works in a failover configuration and with double floor layout.

International Aviation Congress

This year too, representatives of EMPIC will take part at important events. These are, among others, the EU / US Aviation Safety Conference and the 57th ICASM (International Congress of Aviation and Space Medicine) in the Croatian capital of Zagreb from 6 to 10 September 2009.

The motto of the EU/US Aviation Safety Conference in this year is: "Global safety in challenging times – How can we better achieve harmonised implementation?" The location of the mutual event of Federal Aviation Administration (FAA), European Aviation Safety Agency (EASA) and the host Hellenic Civil Aviation Authority (HCAA) will be Athens from the 2nd to the 4th of June. Jörg K. Kottenbrink is looking forward to having many talks and will be prepared to show EMPIC-EAP system in detail if demanded.

www.easa.europa.eu/conf2009/

57th ICASM
INTERNATIONAL CONGRESS
of AVIATION and SPACE MEDICINE
Zagreb, Croatia, 06-10 September, 2009

www.icasm2009.org/

EMPIC on New Office Premises

EMPIC has moved to a new and bigger office space. We invest for the future. We plan further increases in human resources due to the growing number of customers.

While relocating, we built a new computer operation centre. The air condition works in a failover configuration and is very efficient - using a double floor layout for cold air handling. EMPIC is already hosting / operating EAP applications for several customers in its computer centre.
We will offer this service to other customers too.

Strength in the HEITEC-Group

The standard software solution EMPIC-EAP for civil and military aviation authorities incorporates decades of experience and the assurance of the innovative HEITEC group. The group has an outstanding reputation in the market. EMPIC GmbH was established in 2001 and is fully owned by HEITEC AG.

HEITEC was founded in 1984 by the current CEO Richard Heindl as an engineering company with headquarters in Erlangen, Germany. HEITEC will celebrate its 25th anniversary this year. Based on the response and trust of the customer base HEITEC grew to the leading system provider for automation and information technology in Europe.
The group employs about 700 people at twelve subsidiaries in Germany and at seven international locations. EMPIC was able to develop the integrated software solution based on the trans-sectoral knowledge of HEITEC. You will find HEITEC's long experience of technical and commercial matters in the software solution EAP. Finally, our mature product is a result of the intensive cooperation with aviation authorities. EAP provides a valuable contribution to ensure safety standards in aviation.