



Newsletter September 2019

Dear Reader,

The main story for this newsletter reports on the recent award of a contract from the Civil Aviation Authority of Thailand (CAAT) of which we are extremely proud. In coming to their decision one of CAAT's main criteria was that the software had to be "sustainable" and, with the help of the UK's CAA International, they had evaluated the EMPIC system as fully meeting this requirement.

So what makes our software sustainable in the context of aviation regulation? I guess there are several aspects to our company profile that together combine to ensure the software we produce remains as relevant today as 10, 15, 20 years into the future.

- One target market only for the whole company: Aviation regulators
- One target product only: Safety Oversight Management Software
- 18 years in the market with a lot of experience (and almost no staff turnover)
- 30 regulators joined the community; a lot of synergies and a standard software approach is really established
- A complete set of >30 modules provides a fully integrated and interconnected solution
- 2 new releases per year to keep up with regulation changes and new developments
- 2 user group meetings (5 days each) per year encourage the active involvement of the community in shaping the development programme and ensures that our system is "built by regulators for regulators"
- More than 50 technical staff working at EMPIC for this niche market, all with deep domain knowledge, helps safeguard the continuity of the system.
- We are actively monitoring the regulatory changes/demands by attending many ICAO conferences (see list on page 3)
- Continuous improvement, expanding integrations and adoption of leading technologies delivered through the maintenance contract

Together, all of these elements provide the benefit to our clients (and potential clients) to have the best, most used, accurate, comprehensive, efficient and sustainable software solution available worldwide.

Enjoy reading the Newsletter and best regards


Jörg K. Kottenbrink CEO



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CAA Thailand joins the EMPIC community

At the end of February The Civil Aviation Authority of Thailand (CAAT) signed a contract with EMPIC and their local implementation partner, To70 Aviation Consultants (Thailand) Co., Ltd., concluding almost three years of evaluation and preparation. Speaking after the signing ceremony, EMPIC CEO Jörg Kottenbrink welcomed CAAT as the latest organization to join the community and commented that the project will



From left to right: Dr. Narisra Limtanakool, CEO To70 Aviation Consultants (Thailand) Co., Ltd.; Jörg K. Kottenbrink, CEO EMPIC; Dr. Chula Sukmanop, Director General CAAT; Promporn Jindawong Nateharn, Manager of Corporate Resource Management Department - contract signing, Bangkok Feb 2019

deliver a comprehensive and sustainable safety oversight solution consisting of almost all modules of EMPIC software. The implementation project is programmed to be spread over 2.5 years and will be broken down into several phases to ensure any disruption to the work of the regulator is kept to the absolute minimum. Some statistics provide an idea of the scale of this project; AOC Holder: 35; Airports: 46 (incl. 13 International); 409 commercial aircraft on the Register; 255 Maintenance Organizations; 9 Training Schools; and almost 5000 CPL/ATLP Licenses. To ensure overall resilience and high availability, the system will feature upgraded hardware, load balanced Web and EMPIC servers together with a master/slave database configuration. Upon completion the system will represent one of EMPIC's most advanced deployments and will provide CAAT with a safety oversight management system fit for the 21st Century.

CAAT Director General, Dr Chula Sukmanop, said "following three years of hard work completing our staff capacity and capability improvement programme with assistance from ICAO, EASA and others, it was essential that the oversight management system we selected consolidated this work and provided a robust platform for the future. We undertook a thorough evaluation of the marketplace and EMPIC came out as clear winners both in terms of functionality and value for money."



A warm welcome to.... CAA Guernsey/2-REG

September 2018 saw CAA Guernsey's service provider, 2-REG, take delivery of the EMPIC modules required to form the basis of their new Aircraft Registration service. This example demonstrates how the EMPIC software can be tailored to deliver very specific functionality without the need to deploy the full enterprise suite, but of course the system can be extended at any time to meet future growth and requirements. This new contract also illustrates the scalability of the EMPIC system since the Aircraft Registration module to be used by 2-REG is exactly the same as that used by customers with much larger registers such as Australia or South Africa.



NEW Staff Members

EMPIC increases its human resources capacity

In recent months three business engineers joined EMPIC. Their work will focus on collecting requirements, writing specifications, involvement in user group meetings, reading regulations and taking responsibility/ownership for certain areas of the EMPIC software portfolio.

We also welcomed a UX Architect who will be responsible for the user experience of our software modules: usability, efficiency, look and feel, standardization etc.

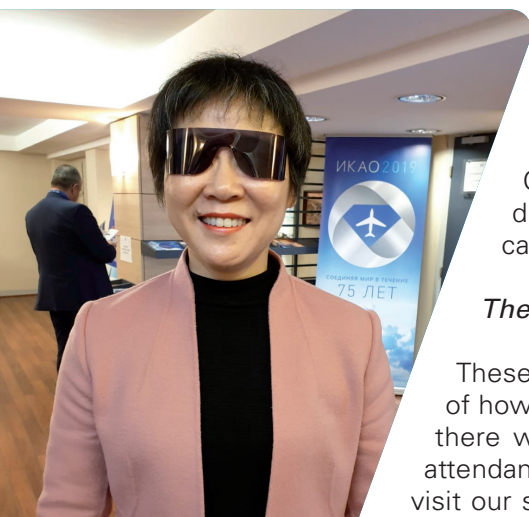
Welcome and Good Luck to all of them

Out and About

EMPIC have been busy during the second half of 2018 and first half of 2019 providing continued support for the ICAO conference programme - attending/ sponsoring the ICAO World Aviation Forum in Brazil, the 13th Air Navigation Conference at ICAO HQ, the Asia Pacific DGCA Conference, Fiji and the Extraordinary RAAC meeting celebrating the 70th anniversary of the ICAO South American Regional Office in Peru in 2018.

The list of 2019 see below.

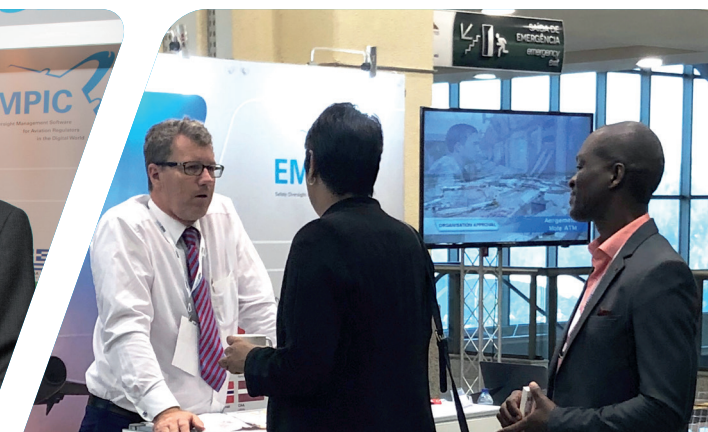
These events provide the opportunity for delegates to gain an in-depth understanding of how an EMPIC system might help in their own particular circumstances and usually there will be someone on-hand to give a live demonstration. Details of our planned attendance for ICAO events in 2019 are given in the "Upcoming Events" section - please visit our stand and say "Hello" if you are also there, and if you would like to pre-book a demonstration contact office@empic.aero.



Dr. Fang Liu, Secretary General of ICAO tested EMPIC's sunglasses "remove before sun" in Paris during EUR/NAT DGCA



Pictured in Montreal with President of the ICAO Council, Dr. Olumuyiwa Benard Aliu, the EMPIC team



Delegates in Brazil quiz EMPIC CEO Jörg Kottenbrink

Events exhibited in 2019

- **March 19th & 20th, Paris:**
European and North Atlantic Directors General of Civil Aviation Meeting, including a celebration of the 75th Anniversary of the Chicago Convention (EUR/NAT DGCA)
- **April 15th - 18th, Cairo:**
Seventeenth Meeting of the Middle East Air Navigation Planning and Implementation Regional Group, Seventh Meeting of the Regional Aviation Safety Group, MIDANPIRG/17 & RASG-MID/7
- **May 13th - 17th Kampala, Uganda:**
Sixth AFI Week, incorporating Safety & Security Symposia for the Africa-Indian Ocean Region and the AFI Director's General Conference
- **June 12th - 15th, Cologne:**
EASA/FAA International Aviation Safety Conference (visited only)
- **June 25th - 27th, Trinidad & Tobago:**
North American, Central American and Caribbean Directors of Civil Aviation Meeting (NACC/DCA/9)
- **July 22nd - 24th, Thailand:**
ICAO Global Aviation Cooperation Symposium
- **August 19th - 23rd, Nepal:**
56th Conference of Directors General of Civil Aviation, Asia and Pacific Regions (DGCA/56)

Upcoming Events

- **September 22nd - 23rd, ICAO HQ:**
Innovation Fair
- **September 22nd - 23rd, ICAO HQ:**
Fifth ICAO World Aviation Forum (IWAF 2019)
- **September 24th - 27th, ICAO HQ:**
40th Session of the Assembly
- **November 4th - 6th, Kuwait:**
Conference of Directors General of Civil Aviation Middle East (DGCA-MID/5)
- **November 4th - 8th, Erlangen, Germany:**
EMPIC User Group Meeting
- **December tbd:**
Seventeenth Meeting of Civil Aviation Authorities of the SAM Region (RAAC/17)

EMPIC Releases

Latest release, 2019R1 was published on 1 April 2019 and the roll-out to our customers started shortly after. In this release EMPIC implemented about 720 tickets with improvements and new features in all the modules.

Next release: 2019R2, (regular autumn update) will be issued on 28 October 2019.

From 2020 the EMPIC release cycle will shift from spring and autumn to summer/winter. Release 2020R1 comes out on 29 June 2020 and 2020R2 on 14 December 2020.

User Group Meeting 2019-1

The EMPIC User Group continues to be active in helping set the future development programme for the software. Our most recent user group meeting was held during April 2019 at our Erlangen HQ and was attended by 64 delegates who enjoyed discussion on a wide range of topics plus the opportunity to share tips, tricks and experiences of using the software. The decisions and conclusions from the week's workshops will gradually begin appearing in future software updates.

User Group Meeting 2019-2

Next User Group Meeting will be held from 04 to 08 November at EMPIC HQ. The detailed agenda is already published in the closed EMPIC community WEB area.



Roll-out of new modules

The popular tablet module that enabled auditors to take with them into the field downloaded information, checklists, regulations and documentation has been completely reimagined, renamed and relaunched. **MobileSL** as it is now known provides a fully integrated offline/online Surveillance Client for laptops and tablets.

This comprehensive tool manages the full surveillance activity (audit or inspection) life-cycle from initial planning to close out of all findings; multiple users can work on one single surveillance event. ACAM inspections and Ramp Checks are also supported. MobileSL is packed with features to ensure that no detail is overlooked, no finding forgotten, with all supporting evidence, photos, signatures, reports printed and decisions time-stamped and retained for posterity.

Case Management is another important addition to the portfolio with tools for handling a wide variety of scenarios where the precise process to be followed may not necessarily be apparent at the outset. Built with ICAO's gate requirements in mind this module, based on hierarchical checklists, provides an extremely flexible solution to support the process of different certification types with full transparency and traceability for dedicated teams drawn from the authority and potentially including industry or 3rd parties.

Case Management is also a project management tool combining time tracking, alerts and the collation of all aspects of the case, such as surveillance activities, documents, certificates, persons, etc. as links into the case. Different views are available to show high-level consolidation as well as detail at each step of the case checklist. Using workflows, each step in the case can, if desired, initiate an activity and so provide complete flexibility in how the regulator models any particular use case.

We will integrate Case Management in further modules; next on the list are Type Certificate and Aircraft Register Module.

Our recent work **integrating dashboards** into EMPIC is proving hugely popular. The benefit of this integration comes when the user drills down in the dashboards to reach the level of a certificate, an audit or inspection, a finding or a regulation article. Then, just by clicking the specific item, EMPIC system opens the linked content in the detailed screen for review and/or editing. In addition to the standard dashboards provided throughout the system, there is also the flexibility for a user to link a self-configured dashboard into the menu structure of the EMPIC system and providing context sensitive dashboards!

EMPIC is working on enhancing the sets of **APIs** (interfaces) and an announcement on their availability will be made soon. There are already several use cases for reading and writing information from/to the EMPIC system in combination with third-party systems. Examples are APIs for Archiving Systems, Workflow systems, Finance Systems like SAP/Oracle or ECCAIRS etc. The APIs work directly between the systems or indirectly using an Enterprise Service Bus (ESB). We continuously cooperate with our clients to allow further integration into their environments and ensuring to position EMPIC as THE single source of safety information.

EMPIC now provides interfaces to 3rd party **IAM** (Identity and Access Management) solutions which are installed at our customers environments. Some of the benefits of integrating with such a system for EMPIC and/or external EMPIC WEB users can be: Centralized user handling and multi-factor authentication.