



## EMPIC-EAP®

The Standard Software  
for Aviation Regulators  
Everywhere

## 20 Years of EMPIC – What's Next?



November 2001 to November 2021: 20 years have passed so quickly. The company, more precisely my staff, of course, have accomplished a lot in the past 20 years. It was a great pleasure to serve this thrilling industry all over the globe and gaining a foothold through our clients and partners in all continents of the world.

For me it was also working 20 years for EMPIC, and I am looking forward to some more years to come. I certainly looked different when I started as CEO compared to today's pictures ... there is still a lot of hair on my head, although somewhat greying, which I certainly do not blame on too much stress with clients.

In 2001 we had these wonderful PDAs and CRT monitors... Technology has made much progress. And so did we with our software suite over the last 20 years. Besides winning many clients, partners, and community members through the years, we increased our headcount

permanently as well and added more modules to the portfolio. A promise we have made and have fulfilled: the more clients – the more resources we can afford to develop more software for the benefit of all clients – the tremendous benefit of an approach based on a configurable standard software.

We had to learn how to standardise our product to keep it maintainable (good luck to all the ones winning their first clients today, who have yet to tread this path) and consolidate the development of different client's ideas into one product. This also brought up the wonderful and extremely successful idea of user group meetings where our clients have the chance to participate in the development and to set priorities for future versions – built by regulators for regulators!

To all potential clients: Don't miss your chance of joining this unique platform only EMPIC provides. You will not be alone – you will join a community of many aviation regulators sharing their work experience. It is proven that our approach works, and synergies come to light by sharing knowledge and ideas among so many. In any case, EMPIC takes care of changing regulations because our EAP software is our only business and passion. Today it is no longer necessary to select a software provider who will create a tailor-made solution with plenty of concept and specification work - the staff working for the regulator has no time for this anyhow! Just configure a readily available and advanced standard software product: EMPIC-EAP®

How can you see the difference in the market? Check the manuals for configurability, check the notes from user group meetings and check the references who already use the product. EMPIC needed a lot of input from several regulators and many years to create a solid and advanced solution – we are used to solving tough puzzles – this is made in Germany.

The future will surely be exciting. We see so many areas of engagement ahead for our software package – just in the small niche market for aviation regulator oversight software. We will win more clients soon – we already know today.

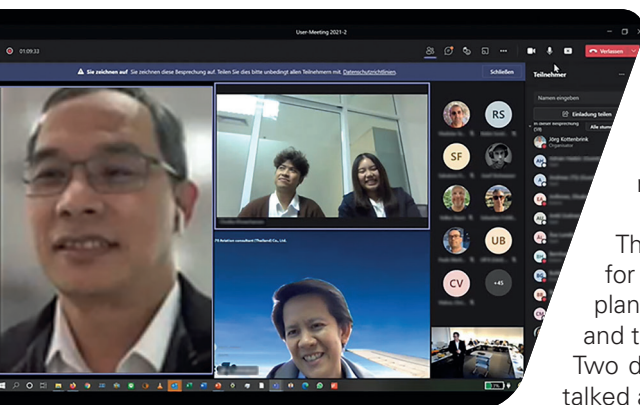
I would like to conclude with a provocative statement: Potential clients may have to explain why they do NOT decide for EMPIC – THE standard software for aviation regulators.

Enjoy reading, stay safe, and stay in touch for the next decade!

Jörg K. Kottenbrink CEO



Jörg K. Kottenbrink CEO



## User Group Meeting **UM 2021-2**

On 8 November (EMPIC's 20th Anniversary) the User Group Meeting week started in a hybrid approach. Representatives of six countries met in Erlangen, whereas the remaining clients from ten countries joined the User Meeting remotely to discuss the upcoming developments in EMPIC's software portfolio.

The agenda for the five meeting days covered several different areas: one day for Type Certificates and Aircraft Register, a general EMPIC day with feature planning, Volker's Tech-Talk, Michael's UX & Usability Corner, Teams implementation and three EMPIC-EAP® success stories from Thailand, The Netherlands and Croatia. Two days covered Surveillance Layer and Organisation Approval, and on Friday we talked about PEL, Case Management and RPAS/Drones.

Next to fruitful discussions and exchange of valuable best practices some of our clients shared their experience of their journey from the implementation start of EMPIC-EAP® until the final acceptance and productive use. To mention just one of the highlights, the Civil Aviation Authority of Thailand and their implementation partner To70 presented the impressive results which they have achieved together with adherence to the agreed project timeline. They clearly illustrated the synergies of several integrated software components of EAP with following an END-to-END use case by starting in our WEB Client for external stakeholders, using easy-to-define WEB forms which triggered a workflow with the capabilities of automation and supporting the user's decision. Furthermore, the Civil Aviation Authority highlighted the benefits of our Case Management module supporting the ICAO 5-phase certification process and the tight connection with our Surveillance and Auditing component (OAS / SL).

This presentation demonstrated once more the advantages of an integrated standard software. We thank the civil aviation authorities of Thailand, The Netherlands and Croatia and all other clients for sharing their experience with the EMPIC community and we are looking forward to the next success stories from our new clients.

In the evening a small get-together for EMPIC's 20 anniversary took place where two of our attending clients from France and Ireland have been honoured for participating in the user group meetings for 10 years.



## "Keeping New Zealand's Skies Safe and Secure" – In Future Together with EMPIC

The vision statement of our latest client Civil Aviation Authority of New Zealand (CAA NZ) is very clear. EMPIC-EAP® will contribute to their mission in future by establishing a fully integrated safety oversight management system.

On the day of EMPIC's 20th Anniversary (8 November 2021), Jörg Kottenbrink, CEO of EMPIC, made a very special call to the users attending the current user group meeting and to all employees, happily announcing that the CAA NZ was coming on board as the latest member of the EMPIC user community.

"We are proud to have one of the world's leading aviation regulators onboard and are looking forward to a successful implementation and great partnership between CAA NZ and EMPIC."

EMPIC will enhance their existing infrastructure and replacing their core regulatory platform. This will pave the way to a fully digital and integrated oversight functionality so the Authority can continue to meet their core obligations by improving how they can gather, store and use regulatory data for the aviation industry.

Keith Manch, Director and Chief Executive of Civil Aviation New Zealand said they are pleased to have partnered with us to help oversee their core functions.

"We're looking forward to collaborating with EMPIC and ensuring that we can continue to strengthen our regulatory function to better meet our needs and those of our stakeholders into the future."

The project teams are now organising a collaborative working environment and setting the scope and targets for a successful implementation. CAA NZ will start by implementing our Medical module and are beginning to engage with the sector in this area with further engagement with other key stakeholders planned for the New Year. The first workshops between CAA and EMPIC are planned for the end of 2021 via remote sessions.



**A warm welcome to CAA New Zealand and looking forward to seeing you in person next year.**

Keith Manch  
Director and Chief Executive of CAA NZ



## CAA of Latvia Enhances their EMPIC-EAP® Suite

Latvia, a client on board since the year 2009, decided to purchase several additional modules of the EAP portfolio.

They picked the Workflow module, Competency Management, Risk- and Performance Based Oversight, WEB Client, Webservice Interface to the Query Synthesizer (QS) and the Interface to a 3rd party Access and Identity Management system. Latvia has purchased all other modules of EAP already back in 2009 and now complements their solution portfolio even further towards a fully digital and integrated safety oversight management system. In addition to adding the new modules, CAA Latvia has extended their maintenance contract for the next five years.



State Agency  
"Civil Aviation Agency"  
Republic of Latvia



Australian Government  
Civil Aviation Safety Authority

## 10 Year Membership in the EMPIC Community

This year we are delighted to have on board for 10 years, and counting:

- CASA Australia
- OSAC France (civil)  
incl. Martinique, La Réunion, New Caledonia, French Polynesia, Guadeloupe, St. Barts, Saint Martin, Saint Pierre and Miquelon, French Guyana and Mayotte
- DSAE France (military)

We are proud and happy to count these three major clients with their considerable number of stakeholders and a high level of complexity as part of our experience background. We learned about new topics with each of them, for example having multiple time zones, regional offices and more to improve our standard product by adding further features and making those also available via the maintenance contract for all clients.

*Happy clients... Using EMPIC-EAP® - the single source of truth!*



## EMPIC at the Dubai Airshow in November 2021

With more than 84,000 visitors the Dubai Airshow connects aerospace professionals across the world. It was the first major air show to take place during the past two years from 14 to 18 November 2021.

Jörg Kottenbrink, CEO of EMPIC, welcomed this chance for his first trip outside Europe since the COVID 19 pandemic has struck and met several of EMPIC's current and some potential clients. He was pleased to finally meet General Carlos Antonio Rodríguez Munguía, Director General of AFAC in Mexico. Due to travel restrictions during the pandemic, there had not been a chance for a personal encounter so far and to celebrate the handshake for the new contract.

*See you hopefully soon at another airshow or ICAO event!*



## A Heartfelt "Thank You" to Our Clients

In November 2021 we presented 20 Years Jubilee trophies to our clients and partners. Clients who were present at the user group meeting in Erlangen received the award from the hands of Jörg Kottenbrink, all others received their trophies via mail. We want to express our thanks for the long-term loyalty of our clients and their confidence into EMPIC, relying on our solutions as the core foundation of the regulatory data and processes within the authorities. We also express our gratitude to our parent company HEITEC and to our local implementation partners for their excellent cooperation and dedication.

Trophy for ICAO, dedicated to the Secretary General of ICAO, Montreal.





## Esther Kausz

Team Leader Quality Assurance Department at EMPIC

In our last newsletter we started a new journal series where we introduce EMPIC employees and give you insights into their daily work and personal life. In this edition please meet Esther Kausz, who works mainly in the background and might not be known to our customers, although she has a very important task within EMPIC.

Esther joined EMPIC's parent company HEITEC in 2001, as a software developer. She started building up the medical module and set the base for today's highly efficient and outstanding safety oversight management software. After a few years, she decided to take on new challenges, established a family and found her new professional preference in the

software quality assurance department at another company. During all the years she has not worked for EMPIC, she was still in constant exchange with her ex-colleagues to keep up to date with the latest developments. In 2011, she finally decided to come back and joined EMPIC for the second time, now in the software quality assurance department.

Today, Esther is our team leader for the quality assurance department and works to constantly improve the software quality and the test processes, so that our customers receive the most stable and reliable software product, an indispensable factor in the Aviation Regulator Business.

At EMPIC the Test Team is all the time adding to our automated test use cases collection, so that our software product undergoes regression tests every night to make sure that long-established functionalities will still work even after new features are implemented by the software developers. This brings of course challenges, but also many opportunities to improve the quality even more.

Esther and her team are committed to pushing efficiency to its limits. A few weeks back, the team has introduced the continuous integration of the test execution. This means that the system tests are automatically executed every night so that no manual effort is needed for this step anymore. The test results are available next morning. It now takes almost 24 hours until the results of all automated tests are available. Therefore, in the next step, the possibility should be created to start only part of the automated tests at any point in time - depending on the priority and complexity of new and changed features. The developers receive a targeted test result controlled by the current changes in less time and can react quickly to errors.

When Esther is not working for EMPIC she is reloading her batteries, meeting friends and family and playing the cello. In the interview she said: „I love the atmosphere at EMPIC and the colleagues are just great. At EMPIC we all work as a team and nobody is left behind. EMPIC puts family on the highest priority and gives the employee many opportunities to combine family and work.“ For new employees she advised to be proactive and open. At EMPIC, every suggestion for improvement is appreciated and heard.

## Upcoming events

### User Group Meetings 2022

Save the date, the upcoming user group meetings are planned for:

#### UM 2022-1

04 - 08 April 2022

#### UM 2022-2

07 - 11 November 2022

## Upcoming releases

### 2021 R2

The latest release 2021R2 was published on 13 December 2021

### 2022 R1

Release Date: 4 July 2022

### 2022 R2

Release Date: 12 December 2022

During the last user group meeting we discussed and announced a lot of features across all modules for 2022 releases.

### Highlights of Release 2021 R2

- Improvements around Jasper Server BI (Business Intelligence) administration and handling
- Further streamlining UX and usability with a lot of details in all modules
- Java 11 and security updates
- 2-Factor Authentication also for the WEB Client
- Workflow enhancements
- Further extensions to our APIs to ease integration of 3rd party applications
- A lot of features and improvements in all EAP application modules
- Extended Case Management features and functionality
- Integration of Teams into Case Management and Surveillance Layer
- Add-ons for the Follow-up Register
- Improvements between Query Synthesizer and Risk-, Performance-based Oversight
- More features on mobileSL

### The Last Word

Any suggestions for topics you think would be of interest to our readers can be notified to: [office@empic.aero](mailto:office@empic.aero)

