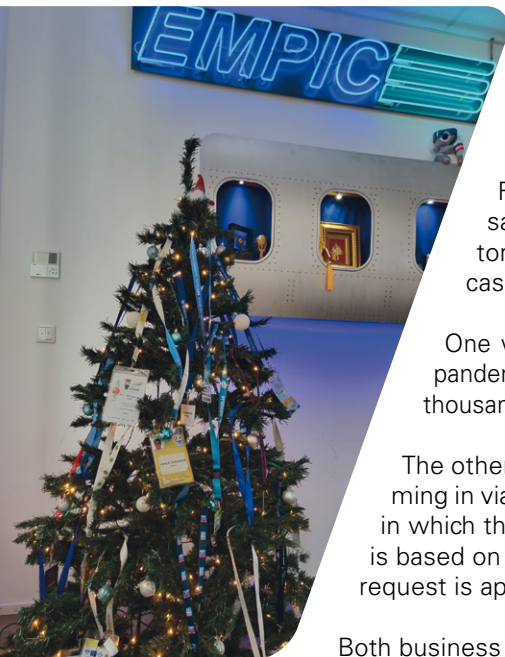




## Newsletter December 2022



### Dear Readers,

This year went back to normal very quickly. A lot of travelling, many conferences took place again and we have the good feeling that aviation is on the way back to 2019 levels.

For more than 21 years, we have been developing software for aviation safety. On top of safety comes another benefit with automation and efficiency wins for the aviation regulators. During our last user group meeting, CASA Australia showed us two impressive use cases.

One was the automated extension of pilot's ratings due to regulation changes during the Covid pandemic. For this purpose, CASA staff used the scripting library of our workflow tool to change thousands of records without user interaction as well as bulk creation of certification cases within EAP.

The other use case was the so-called "fireworks application" to authorize requests by the public coming in via the myCASA client portal. Based on our standard interfaces, CASA staff set up a process, in which the incoming request triggers a workflow which in turn creates a so-called "case". The case is based on a template and contains a number of gate requirements the users must meet. When the request is approved, the information flows all the way back to the portal.

Both business solutions were created simply using the open EMPIC technology.

This brings me to another difference between us and those who want to be our competitors: we have real interfaces and APIs which the client or local partner can use for integration projects with 3rd party applications. No need for source code development from our side, the software provider! One additional big advantage of EMPIC.

### What are our plans for 2023?

One new topic is "Occurrence Reporting". We will try to kill two birds with one stone:

- Develop a module with case handling functions connecting to the new E2 (EASA ECCAIRS – European cloud data storage) solution, relevant for EASA member states (a replacement for our existing module AIM connecting to the old ECCAIRS).
- Develop our own, full-fledged occurrence reporting tool, relevant for all non-EASA countries. This brings these countries the benefit of having local data storage within EMPIC-EAP® (the occurrence data does not leave the client's country).

Both approaches benefit from many of our basic features like workflow, case management, links to objects into other modules, WEB forms and especially our hierarchical classification / categorisation system (taxonomy). Another positive side effect will be feeding our RPBO module with data which can be used to calculate additional indicators for service providers / aircraft involved in occurrences.



Jörg K. Kottenbrink CEO

On top of this solution is then the “Master Surveillance Plan” to marry compliance-based surveillance with indicators from risk assessments – concepts are already agreed with the user community and will be implemented now.

Occurrence Reporting and a Master Surveillance Plan are very important contributions to ICAO SSP (State Safety Programme).

The trend towards E-Government (“fully digital”) pushes another feature set of our solution: The CAAs will need to store all documents and communication between the external stakeholder and the regulators in a 3rd party archiving system. This is basically quite an old feature, but now enriched to store all e-mails as well, triggered via EMPIC-EAP® to externals, including the communication of external stakeholders via the WEB client / portal to EMPIC.

This said, we wish you happy holidays and all the best for the New Year. We hope to get in touch with you again - or for the first time - in 2023, in our national dress, see the article inside.

Enjoy reading and best regards

Jörg K. Kottenbrink CEO



## EMPIC in “ICAO States Today 2022” Book

For the first time in the EMPIC history we are delighted to share that two pages of the world famous and unique “ICAO States Today” publication have been dedicated to EMPIC. Pages 14 and 15 are full of valuable information about EMPIC and the industry leading software suite EMPIC-EAP®. You will find the most important facts about EMPIC and a personal statement from our CEO Jörg Kottenbrink next to profiles about each ICAO member state. This definitive publication is the only one to deliver an overview of Civil Aviation in all 193 ICAO Member States. The book itself will only be revised every three years.

ICAO States Today will also be available later in all ICAO languages - Arabic, Chinese, French, Russian and Spanish and was physically distributed to all participants during A41 General Assembly in Montreal.

ICAO States Today is available as a free download in the ICAO shop:

<https://store.icao.int/en/icao-states-today-2022>

**Safety Oversight Management Software**

**EMPIC**

Jörg Kottenbrink, CEO EMPIC GmbH

**What is EMPIC-EAP?**

EMPIC-EAP® is a software suite comprising 40+ separate, yet fully integrated modules covering all aspects of the aviation regulatory system, and which can be deployed in total, or part, to meet a regulator's specific needs. EMPIC-EAP® provides the key tasks associated with accepting applications, issuing certificates of airworthiness, issuing approvals, reviewing the register with the subsequent continuing oversight. Data-based, combined with powerful reporting and analysis tools, provides a comprehensive overview of the strategic view. Safety and security risks are evaluated on the basis of real-time data for performance assessment on the industry as well as the regulator.

**Who are EMPIC?**

Since 2003 EMPIC GmbH has become the market leader for configurable standard software, tailor-made for aviation regulators through the flagship product, EMPIC-EAP®. The development work has been undertaken in collaboration with National Aviation Authorities to ensure the product can professionally meet the requirements of the regulator and is continuously updated to meet a changing regulatory landscape. Built by regulators for regulators. Our software solution transforms the regulator's daily work of maintaining compliance with international and national aviation regulations and all the tasks from product development through to the final regulatory requirements to control risk and to develop strategy. EMPIC-EAP® is a fully integrated, scalable, secure and secure management system for the 21st century. Users of EMPIC-EAP® report time and cost efficiencies, improved compliance, centralised data, better visibility of emerging safety risks and positive stakeholder engagement.

**Value for Money**

EMPIC-EAP® is a proven "Out of the Box" solution with high level of configurability. EMPIC GmbH has experience of over 20+ implementations in a wide variety of environments – we are confident that we can plan your project to time and to budget. Consequently, your total cost of ownership or performance failures is virtually eliminated. The development and maintenance costs are shared with like-minded operators and therefore are significantly cheaper than bespoke alternatives.

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**The EMPIC Community**

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**EMPIC-EAP®**  
The Standard Software for Aviation Regulators Everywhere

**MADE IN GERMANY**

[www.empic.com](http://www.empic.com)



## National costume is the ice breaker

Every year, EMPIC is delighted to join ICAO/EASA global and regional conferences all over the world mingling many nationalities and their different traditions. To fly our own colours, EMPIC decided to share some Bavarian traditions with the world. At the ICAO A41 in Montreal as well as on the ICAO MID Office conference in Abu Dhabi, Jörg Kottenbrink and Dennis Poetz wore Bavarian national dress. This dress was established in the year 1850 and was originally reserved for a few people who went for hunting. Only in 1913, the Lederhosen became a mainstream outfit and by now every true Bavarian has one in their closet – check Munich's "Oktoberfest".

The Lederhosen were an absolute eye catcher at the events and the same way EMPIC respects the other nations' traditions, many delegates admired the Bavarian tradition. Jörg Kottenbrink: "This dress generates a lot of interest. The dress was a powerful way to strike up conversations with potential customers and get their attention. From now on, we will wear this dress to all conferences as our corporate uniform!"

Expect meeting us at the next conference and get to know more about the new corporate uniform!



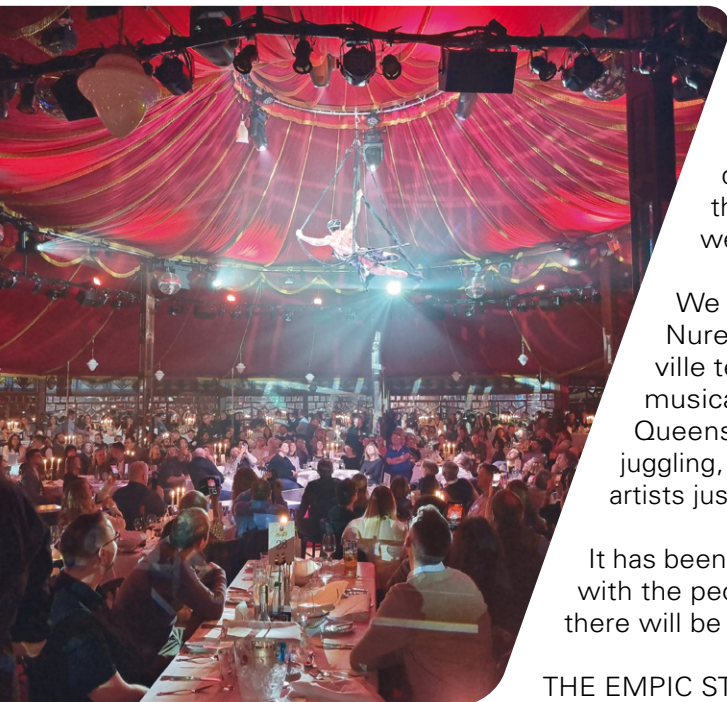
## Happy 21<sup>st</sup> Birthday, EMPIC

Born on 8 November 2001, EMPIC came of age this year. The big party that had been lovingly planned for the 20<sup>th</sup> anniversary last year had to be reduced to a small family gathering due to the pandemic. In November, all EMPIC employees and their spouses, as well as guests from our parent company HEITEC went on a special event.

We were royally treated to a dinner and show at the Palazzo, Nuremberg. Reviving the glamorous tradition of mirrored vaudeville tents from the Roaring Twenties, the Palazzo offers fine dining, musical entertainment, and an acrobatic show themed "Kings and Queens". A fairy tale story, phantastic costumes, stunning acrobatics, juggling, comedy, amazing dance performances, and truly airborne trapeze artists just made time fly.

It has been a privilege and a pleasure to celebrate this anniversary together with the people who have helped raise EMPIC through the years. We hope there will be many more to follow.

THE EMPIC STAFF





## Georges Schmitz - EMPIC Business Engineer

In this newsletter we would like to introduce one of the knowledge bearers of EMPIC. Georges Schmitz is very well known to most of our customers, as he has been on board almost from the beginning. He is a speaker at our User Group Meetings, attends aviation conferences, and gives implementation workshops for our customers. He always wanted to expand and deepen his knowledge about the obligations of aviation regulators and understanding aviation as such. If you or we at EMPIC have a question, it is always worth asking Georges. He is indispensable for EMPIC and it's our pleasure to introduce him to all of you in this article.

Georges joined EMPIC in 2004, three years after EMPIC was founded. Before that, he worked for our parent company HEITEC as a business analyst for document management systems. When EMPIC started to expand the product portfolio from MED to EAP, he took the chance to join the EMPIC team as an analyst for the central Customer Management module. Shortly after his warmup, he became responsible for one of the most important modules for an aviation regulator: "Organisation Approval and Surveillance". After almost 20 years in this field, he is still responsible for analysing complex matters and breaking them down into elements and principles. "I always try to take the perspective of an aviation regulator to find the best approach. We business analysts should not be afraid to first outline the ideal solution with audacity and then aim for what is feasible, taking into account resources, quality, and time. Or in other words: 'Think big, start small'. This attitude should help us to envisage and prepare for new requirements before the regulator makes a concrete request for a function," says Georges.

The aviation industry is changing fast, so there is high demand for quick adjustments to keep up with this speed. It's important to understand the aviation world and its complexity. EMPIC-EAP®, as an instrument for the implementation of a Safety Oversight Management System (SOMS), is more than an electronic typewriter, more than a tool to produce licenses and certificates with a nice layout. Georges' aspiration is to serve as a sparring partner to implement our software in the best possible way and to take full advantage of the solid data that can be captured in an EMPIC-EAP® system. Supporting data-driven decision making is EMPIC's contribution to the development of a better authority at the end of the day.

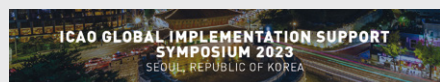
When Georges was a small child, he wanted to be a baker. Later in school, he assembled model aeroplanes and dreamt of becoming a pilot. Eventually, he studied material sciences. After working as an engineer for a few years, he finally found his way into the aviation business and - to close the circle - into baking his own bread every day as a hobby. Whenever Georges is not working, he enjoys baking, swimming, and listening to or playing classical music. These activities help Georges to relax and recharge his batteries.

Georges advises new employees: "Personally, I find that the special relationship with our customers and being a member of the big EMPIC family (made up by employees and customers) is an enriching experience. The foundation is to familiarise oneself with the needs and challenges of an aviation authority. EMPIC is not 'yet another software company'. EMPIC and EMPIC-EAP® get their value from our staff's sound understanding of the business."

## Season's Greetings

The EMPIC team wishes you and your families and loved ones peaceful and joyous holidays, may the new year bring you plenty of happy days!

## Upcoming events



**GISS, Seoul, Korea**  
from 29<sup>th</sup> May to the 2<sup>nd</sup> June 2023

**UM 2023-1**

Save the date, the upcoming user meeting is planned for:  
24<sup>th</sup> to 29<sup>th</sup> April 2023

## Upcoming release

**2022 R2**

Release Date: 19<sup>th</sup> December 2022

## 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)

