



## Newsletter May 2025

### Dear Readers,

I recently heard a comment from an external source about EMPIC and our software that I found to be not only a great compliment but also a clear reflection of our continued success:

“EMPIC (and EAP) is reliable, secure, consistent, 360 degrees and designed according to the DNA of the ICAO safety oversight system. No other system has been built with this foundation and successfully implemented across so many regulatory frameworks. Here are no organisations like you.”

Let me emphasize: **EMPIC truly embodies the DNA of the ICAO safety oversight system** — while **others are simply software companies**.

Speaking of success, last year was exceptional. We welcomed three new countries — **Botswana, Romania, and Angola** — to the EMPIC community. And the momentum continues: we’ve recently been selected as the winner in two additional tenders! We're eager to share more once contracts are finalized.

Innovation, firmly rooted in our “safety oversight DNA,” continues to drive our work. This edition highlights some exciting developments shaping the future of aviation oversight:

- We are in active discussions with our User Group, EASA, and ICAO to define the future of **Electronic Pilot Licenses (EPL)** and digital personnel licenses. EMPIC aims to be the first provider offering seamless and standardized integration within EMPIC-EAP®.
- We are also exploring how to best support **EASA's REPIF** (the big data project), ensuring regulators can efficiently export data and maintain compliance effortlessly.
- And we've already delivered **Step One of the Master Surveillance Plan**, giving regulators a powerful calendar-based tool for optimized annual audit planning.

Beyond these innovations, this edition includes highlights from the **2024R1 release**, EMPIC’s growing footprint in Africa, and a **recap of recent and upcoming events**.

We look forward to reconnecting with many of you at upcoming conferences and User Group meetings — see you there!

Enjoy the read,  
Best regards,

**Jörg K. Kottenbrink**  
CEO / Managing Director



Jörg K. Kottenbrink, CEO



Welcome Romania by project manager Samantha



Welcome Angola by project manager Paulo

## Successful year for EMPIC and the African Civil Aviation

EMPIC is excited to share the continued expansion of our user community across Africa, marking another successful year of collaboration with aviation regulators.

We are proud to announce that the **Civil Aviation Authority of Botswana (CAAB)** has officially joined the EMPIC family. This partnership underscores our shared commitment to improving aviation safety, regulatory compliance, and operational efficiency. In January 2024, Dennis Poetz from EMPIC visited Botswana to engage with the CAAB team and better understand their specific needs. The project started in July 2024, with CAAB implementing EMPIC-EAP® to enhance regulatory processes and improve their Universal Safety Oversight Audit Program (USOAP) scores.

Meanwhile, our relationship with the **South African Civil Aviation Authority (SACAA)** remains strong as they celebrate over a decade as part of the EMPIC community. Since adopting EMPIC-EAP® in 2014, SACAA has significantly improved efficiency and transparency in its aviation oversight processes, contributing to enhanced ICAO USOAP scores.

Additionally, we are pleased to welcome **Angola (ANAC)** to the EMPIC network. As another key aviation authority in Africa, Angola's decision to implement EMPIC solutions highlights the increasing recognition of our integrated safety oversight software as the industry standard for aviation regulators.

These milestones reaffirm EMPIC's dedication to supporting African civil aviation authorities in their mission to ensure safety, compliance, and innovation. We extend our sincere gratitude to CAAB, SACAA, and ANAC for their trust in EMPIC. Our team is committed to ensuring a seamless and successful implementation tailored to each regulator's unique requirements.

We look forward to continued collaboration and progress, working together toward excellence in aviation safety and regulatory oversight. Welcome aboard, Botswana and Angola, and congratulations to South Africa on a decade of success with EMPIC!



Angola: Signature of the contract with ANAC DG, Amélia Domingues Kuvingua



Welcome Dr. Bao Rasebolai Mosinyi of the Civil Aviation Authority of Botswana (CAAB)

## EMPIC Release 2024R1

The **EMPIC-EAP 2024R1** Release is here, packed with powerful features designed to revolutionize aviation regulation! This latest update exemplifies our commitment to **innovation and user feedback**, delivering enhancements that streamline processes and strengthen safety oversight.

One of the standout additions is the **Occurrence Reporting module**. This tool manages the entire lifecycle of safety-related occurrences, ensuring thorough documentation and swift resolution. With an **integrated API** for external reporting and a **user-friendly WEB Form option** coming soon, maintaining meticulous safety records has never been easier.

Additionally, we are thrilled to introduce the **first part of the Master Surveillance Plan**, which will **revolutionize audit planning** within the EMPIC software. This enhancement provides a structured and efficient way to plan, schedule, and manage audits, ensuring **optimized resource allocation and regulatory compliance**. By integrating this framework into our system, authorities can take a more **proactive and strategic** approach to oversight.

For our **EASA clients**, we're excited to soon launch the **ECCAIRS E2 database** interface, significantly enhancing **data exchange efficiency**. This seamless integration will allow for **quicker and more accurate safety oversight**, a highly anticipated feature in the aviation community.

In the **2023R1 release**, we introduced **Case Management** to our **Aircraft Registration** modules. Building on that success, **2024R1** extended Case Management to the **PEL modules**, allowing users to work with **shared Case Templates across all modules**. Now, PEL certification processes can also **leverage our Case Management framework**, improving consistency and efficiency.

This release also includes **enhancements to our Web Client**, specifically improving the **Corrective Action Handling process**. Alongside these updates, we have implemented **minor fixes, refactored code**, and significantly improved the User Interface and **usability** — all based on requests from the **EMPIC User Community**.

With **EMPIC-EAP 2024R1**, we continue to set the standard in **aviation safety oversight**. Our **cutting-edge software solutions** empower regulators worldwide to achieve the **highest levels of safety and operational efficiency**.



## EMPIC Attends Events on All Continents

### Past Events

#### Innovation Fair 2024, Montreal (North America):

EMPIC showcased its innovative solutions at the Innovation Fair 2024, attracting numerous visitors interested in our advancements in safety oversight management. Our booth was a hub of activity, where we demonstrated the capabilities of our flagship product, EMPIC-EAP®, and engaged in meaningful discussions with aviation professionals and regulators. **Pict: 1 >**



> 1: Innovation Fair 2024, Montreal (North America)  
Salvatore Sciacchitano, Jörg Kottenbrink, Dennis Poetz, Juan Carlos Salazar

#### GISS 2024, Punta Cana (South America & Caribbean):

EMPIC made a significant impact at the Global Implementation Support Symposium (GISS) 2024. This symposium brought together aviation authorities from around the world to discuss global aviation safety strategies. EMPIC's participation underscored our dedication to providing reliable software solutions that meet international standards and best practices. **Pict: 2 >**



> 2: GISS 2024, Punta Cana (South America & Caribbean)



> 3: GREPECAS, Lima (South America)

#### GREPECAS, Lima (South America)

EMPIC participated in GREPECAS 2024 in Lima, a crucial forum for aviation safety and air navigation in the Americas. The event focused on the integration of new technologies and sustainability in aviation, addressing key regulatory developments. EMPIC remains committed to staying ahead of emerging industry trends and ensuring that EMPIC-EAP® continues to evolve in line with global safety standards. **< Pict: 3**

#### AFCAC Plenary in Brazzaville (Africa)

EMPIC took part in the AFCAC Plenary in Brazzaville, a key aviation event in Africa bringing together industry leaders and regulators. The discussions centered on enhancing regional aviation safety oversight, promoting sustainable aviation development, and integrating new technologies to optimize air navigation and operational efficiency. **< Pict: 4**



> 4:  
AFCAC Plenary in Brazzaville  
(Africa)

#### DGCA Meeting in Cebu (Asia)

EMPIC participated in the DGCA Meeting in Cebu, engaging with aviation authorities to discuss regulatory advancements, safety oversight, and digital transformation in the Asia-Pacific region. **v Pict: 5**



> 5: DGCA Meeting in Cebu (Asia)  
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EMPIC continues its contribution to ICAO and will attend crucial events in the aviation sector. Below are the events still to come: Feel free to schedule a demo session with us: ✉ [info@empic.de](mailto:info@empic.de) | [dennis.poetz@empic.de](mailto:dennis.poetz@empic.de)



## Kirsten Borgmann – Team Lead Documentation and Business Engineer at EMPIC

In the EMPIC offices, where innovation and commitment meet, there is an interesting personality whose journey from childhood dream to professional fulfilment embodies the spirit of fostering innovation and collaboration, adaptability and growth. Let's take a closer look at the career of Kirsten, Product Owner for OAS and the Surveillance Layer, related modules and Documentation Team Lead, where she takes care of creating and maintaining a central repository of all essential documents and manuals, ensuring easy access and retrieval of information about the EAP modules for employees, customers, users and interested stakeholders.

From early ambitions to become a bus driver, teacher and later a psychologist, Kirsten eventually took a path towards mechanical engineering, focussing on environmental sustainability. After graduating, she moved into technical documentation in various service companies, initially mainly in mechanical engineering, later increasingly in software documentation.

This various background laid the foundation for a career at EMPIC. In 2010, Kirsten joined EMPIC as a Documentation Engineer and quickly rose through the ranks, taking on a leadership role in the documentation team while also being appointed Product Owner for OAS and the Surveillance Layer. Today, Kirsten works closely with a team of seven skilled business engineers who manage the development of OAS and related modules. By managing the documentation, Kirsten helps ensure the accuracy, consistency and quality of information about EMPIC-EAP®. Though our comprehensive and well-organized documentation, her department supports the trainings, the onboarding processes and accelerate the learning time of stakeholders.

*One of Kirsten's biggest challenges is finding a balance between usability, functional improvements, customer satisfaction and code complexity. With her dedication, she champions initiatives that aim to improve*

*the user experience while keeping the complexity of the codebase manageable.* Kirsten's contributions also extend beyond the boundaries of her role, and she is involved in the EMPIC UX community to this end. When reflecting on her path, Kirsten emphasises the value of humanity and cooperation, appreciative communication, respect and thoughtfulness. Her guiding principle? She always assumes that everyone does their best under the given circumstances.

Outside of the office, Kirsten enjoys culinary experiments, exploring new cooking techniques such as fermentation and creative pursuits such as knitting and crocheting. She is a keen cyclist, loves visiting flea markets and relishes the opportunity to discover hidden treasures and uncover the secrets of forgotten places.

*As a business engineer and documentation team lead, she is constantly involved in new projects and new functions. Kirsten appreciates the interactive work with customers at user meetings. Kirsten likes the complexity of the EMPIC-EAP® product and she values the constant learning opportunities EMPIC provides. But perhaps the most important source of fulfilment lies in the good relations she shares with her team and the family spirit that defines EMPIC's culture. It never gets boring at EMPIC.*

## Future Events

### UM 2025-1

Save the date, the upcoming user meeting is planned for:  
12<sup>th</sup> - 16<sup>th</sup> May 2025



**AFI Week, Zimbabwe**  
26<sup>th</sup> - 30<sup>th</sup> May 2025, Victoria Falls 2025



**APAC DGCA, Japan**  
July 28<sup>th</sup> - August 1<sup>st</sup>, Sendai



**ICAO Innovation Fair, Canada**  
21<sup>st</sup> - 22<sup>nd</sup> September, Montréal



**ICAO General Assembly A42, Canada**  
September 23 - October 3, Montréal



## The Last Word

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

