

NEWS letter

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Dear Readers,

We have received one more commendation which is important news for our present and potential customers alike: in the course of extensive audits the ICAO has commended the use and functionality of EMPIC-EAP® at two of our customers. We received enthusiastic comments on the quality of our system. Most appreciated are prominent features such as the highly integrated approach across all areas of responsibility, which enables the organisation to trace and evaluate data in a fast and easy way.

During presentations for prospective clients I have noticed that the holistic and integrated approach of EAP has become the pivotal argument for authorities. This view is clearly illustrated by the diagram on page 4 (Modul Connections). The EMPIC way of handling things also appeals to major organisations which often suffer from "information islands" and see the cure in a provider offering one solution for all areas of responsibility. And, incidentally, another essential aspect emerges for major organisations: economic efficiency. For a fraction of their current expenses, EMPIC is in a position to deliver a future-proof solution which is being continuously refined at calculable cost and which offers additional quality due to its holistic and integrated approach. Regular user meetings produce further synergy effects and put aviation authorities on the right track to a best practice approach. Who wouldn't jump on the bandwagon?

The user community, the number of employees at EMPIC, as well as a range of competent third-party providers keep growing. By now, an Irish systems integrator who has been trained during the project with the IAA is now working for one of our other customers as well. Furthermore, we are pleased to report that the aviation authority of Bosnia and Herzegovina has decided to use EMPIC-EAP®, too. This brings our count of customers up to 15, another step towards our goal "2010".

Jörg K. Kottenbrink
Managing Director EMPIC GmbH

Civil Aviation Agency of Latvia orders EMPIC

All Software Modules Scheduled for Implementation



Negotiating the contract in Munich: Inese Liege, Anna Cudare and Dace Revizore (from the left), lawyers for the Latvian Civil Aviation Agency.

Towards the end of last year the Latvian Civil Aviation Agency also decided to order all modules of the EMPIC software. The implementation is scheduled for August 2010 and preparations are under way. This makes Latvia, the heartland of the Baltic region in Northern Europe, the 14th customer worldwide using the EMPIC software solution.

Customer No. 14

Dace Revizore, Project Manager for the Latvian Civil Aviation Agency, clearly states: „We have been searching for a long time to find a software solution which covers all the manifold procedures and areas of responsibility within an aviation authority. We consider the implementation of EMPIC-EAP® not only a solution to support our requirements. As



several aviation authorities are using the system, we can use it at the same time as a benchmark in order to optimize and perhaps simplify procedures in our organisation." Some members of the Latvian Civil Aviation Agency already participated in the EMPIC user meeting at Erlangen in February. Dace Revizore reports: "We were impressed to see how

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EMPIC prioritizes the continuous development together with their customers and how the members of different authorities share information and experiences."

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Jörg Kottenbrink lectures at „Bavaria - An Export Region“

Managing Director Jörg Kottenbrink presented the EMPIC GmbH as a successful Bavarian export enterprise during the informative event “Bavaria – An Export Region”. Representatives of the Bavarian Government and several Bavarian trade associations had invited regional entrepreneurs to this forum at the Bavarian spa Bad Windsheim.



Amongst others, Jörg Kottenbrink presented the export strategies of EMPIC and the “Tornado Marketing” of his enterprise in this practical experience lecture to more than 400 entrepreneurs. He also offered valuable suggestions and advice during a panel discussion moderated by Dirk von Vopelius, President of the Nuremberg Chamber of Commerce and Industry. Jörg Kottenbrink managed to make useful contacts with foreign authorities and important decision makers during several political



Jörg Kottenbrink (left), EMPIC Managing Director, reporting to more than 400 entrepreneurs at “Northern Bavaria – An Export Region”, an economic information forum.

delegation tours conducted by the Ministry of Transport. The Bavarian State Secretary for Economics, Katja Hessel, argued for the development of new foreign markets. “There is no alternative to exporting,” the politician emphasized with regard to the current discussion on the

question whether the German economic model should be realigned. As Dirk von Vopelius, President of the Nuremberg Chamber of Commerce and Industry, explained, more than 3000 enterprises in Northern Bavaria are profiting from their opportunities to export

products. “Still there is potential for an even stronger performance of Northern Bavarian enterprises in foreign markets,” he said. “Bavarian enterprises can count on a wide range of governmental assistance on their way to new markets,” assured State Secretary Katja Hessel.

International Aviation Experts in Discussion



EMPIC user meeting in Erlangen, Germany: A lively discussion of international aviation experts and EMPIC employees, moderated by speakers Bernhard Baur (TC) and Ulf Blomqvist (AR), on current suggestions for the modules TC and AR.

In February EMPIC welcomed once more numerous representatives of aviation authorities in Erlangen, Germany, who attended the two-week user meetings on the various EMPIC-EAP® software modules.

Some specialists from Ireland, Norway and Latvia, the newcomers of 2009, participated for the first time.

Several meetings were conducted as parallel sessions in order to facilitate the approach to the new subject for recent or prospective customers. The ample opportunities for discussion with long-time users on their experience were highly appreciated by the newcomers. We are currently in the sales process with these prospective countries and hope to have more news soon. Well organised, as always, by the elected speakers, future functions were discussed and prioritized in a combined effort by all customers.

Software Development: New User Meetings

Again EMPIC invites all customers for user meetings in Erlangen, Germany, during October and November 2010. Once more, the aim is to share the practical experience of national aviation authorities with EMPIC software and to prioritize the continuous development of software modules. An additional day is reserved for general IT topics.

The following dates are scheduled:

25.10.10: OAS (Organisation Approval and Surveillance incl. FSTD and AD)
26.10.10: OAS (Organisation Approval and Surveillance)
27.10.10: OAS (Organisation Approval and Surveillance)
28.10.10: TC/AR (Type Certification) / AR (Aircraft Register)
29.10.10: AR (Aircraft Register)
08.11.10: ANS (Air Navigation Services, incl. ATCOs)
09.11.10: MPL (Maintenance



Rulemaking Director EASA: Jules Kneepkens.

EMPIC's Director Jörg Kottenbrink was there to listen to upcoming trends and to maintain the personal network. There was a lot of discussion this year about "professionalism" (human factors and fatigue), volcano ashes, har-

One Common Culture

The US/European Aviation Safety Conference took place in New Orleans, Louisiana, from 8 to 10 June 2010. About 300 experts on aviation safety attended the conference, among them representatives of EASA and FAA, the aviation industry and aviation authorities world-wide.

monisation and of course SMS and the move from compliance check-based assessments to performance-based approaches (system and product audits). An extensively discussed topic was the incident report culture and the quality of data, which is the basis for SMS.

Major changes are on the way with NextGen in the US (Air Traffic Management) and EASA talked about the current status of 1st extension (OPS, FCL) and 2nd extension (ATM, ANS and Aerodromes) of their responsibilities. EASA's answer to ICAO SSP (State Safety Programs) is EASP, which will cover high level safety concerns and which is coordinated with the member states' safety plans.

EMPIC will adapt the development of the EAP system to the new trends and will work on additional topics like SMS and performance/risk-based oversight for the regulators. We will follow the "Vision for 2020" presented by EASA rulemaking director Jules Kneepkens. Here are some of his requests:

- from prescriptive rules to performance-based rules
- improved cooperation
- from planned and uniform oversight to risk-based oversight

Personnel Licensing)
10.11.10: FCL (Flight Crew Licensing)
11.11.10: CM Central Modules (Customer Management, Query-Synthesizer and SECURITY). Parallel session on the topic EASA FCL implementation.
12.11.10: General IT topics

These meetings are the basic preparation for the release in January 2012. Please contact Ferry Jansen for enrolment and reservations.

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International Exchange of Encrypted Data

In May EMPIC released the final version EAP 4.1 which has been refined according to the feedback gathered during the past user meetings. Approximately 500 change requests have been implemented. To name only a few, Oracle 11g is supported now and quite a few details of the graphic user interface have been redesigned.

The Query Synthesizer is now able to compare values from different fields, the result list offers direct access to a number of objects found. Excel files can be defined as templates for graphic visualisation and further processing.

FCL, MPL and ANS now feature print actions in order to print various documents such as letters directly from EAP. A number of details have been improved in the Surveillance Layer and the audit overview has been more clearly arranged. After some tuning, OAS has become faster and certificates can be cut or copied within the navigation tree.

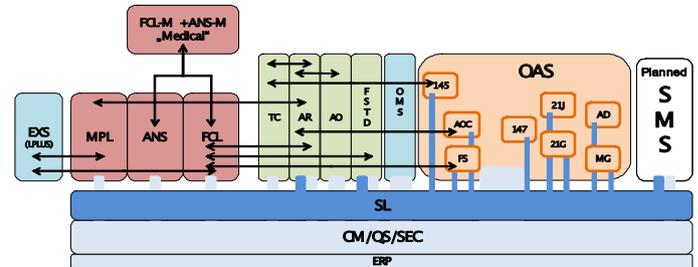
The new version of the medical

solution will also be released in June 2010. The most important feature of the new version is the exchange of encrypted data between "EMPIC countries".

This is most useful if, for example, an Irish pilot undergoes a medical examination in Hungary. The Hungarian Chief Medical Officer can now see the examination data of this particular "foreign" pilot in the EMPIC system and then transfer the data directly to the Irish EMPIC system.

In an ongoing refinement procedure a number of functional improvements will be implemented as prioritized during the last user meeting.

Module Connections



New Module SMS

The above graphic clearly illustrates the interrelationship of EAP modules with all connections and cross checks, as well as the underlying central modules and the Surveillance Layer (EMPIC® SL). SL is used to administrate regulations, to schedule and conduct audits and inspections, to record findings and to generate a wide range of reports and documents. SL reaches far into the individual applications (OAS, FSTD and also AR beginning with Version 4.2) and produces the unique combination of surveillance data and specific certification data which may be streamlined into one common document. SL helps to see the big picture by summarizing all parts of major holdings in an overview which enables you to detect and avoid embarrassing duplex audits at the same holding organisation with different audit teams of the authority. Encouraged by discussions with our customers, we are planning to develop a new module to administrate hazards, risks and safety issues where ECCAIRS data can be integrated. The new module will probably be named SMS and will also be fully integrated in the present system.

Five New Employees on Board



EMPIC welcomes five new employees who have come on board during the first quarter of 2010. We feel privileged to set a strong signal of growth in times of economic crisis. New at EMPIC are (from the left) Steven Enderle (EMPIC IT, deployments, software development), Péter Kondás (software development), Ferry Jansen (business development), Kirsten Katte and Andrea Schultheiß (both software documentation).

From Norway with Pleasure

The preparations for launching EMPIC-EAP® in Norway have started. The project is well on schedule and the first training was conducted in March.

The Civil Aviation Authority Luftfartstilsynet in Bodø will be going live with the medical solution and the personnel licensing modules in a few months.

A special feature will be a connection to the central Norwegian person's register in order to read new addresses online and to automatically update all addresses stored in EMPIC® CM in regular intervals.

Lars Holm, the Norwegian deputy project manager, is very expectant with the decision for EMPIC software: "The authority hopes that the implementation of EMPIC-EAP® will ensure the ability to handle our aviation related data needs, and thus be in compliance with both our obligations and our customers' expectations today and in the future".