

# AIRCRAFT COMMERCE



## AIRLINE & AEROSPACE MRO & FLIGHT OPERATIONS IT CONFERENCE

30th & 31st October 2019 – Intercontinental Bangkok Hotel, Bangkok

APAC 2019



Pre-Conference  
Digital Transformation  
in Aviation Workshop  
29th October 2019  
14:00 - 17:30

**INDEPENDENT MROs**  
**DELEGATE INFORMATION**

*“An ideal one-stop centre for airlines and IT software vendors”*

Manager Business Solution Group, Malaysia Airlines

Vendors exhibiting their software include:



The World's Leading Aviation IT Conference for MRO/M&E and Flight Operations Solutions returns to Bangkok in 2019 bigger and better!

For further information contact Stephen Keeble – [stephen@aircraft-commerce.com](mailto:stephen@aircraft-commerce.com) +44 1403 230 888

### WHY ATTEND AS A DELEGATE

The Airline & Aerospace MRO & Flight Operations IT Conference – APAC returns to Bangkok for 2019 with over 45 of the world's leading IT vendors exhibiting their solutions. Delegates can listen to keynote presentations and case studies, and take part in interactive workshop sessions.

It is the only event in the world providing airlines, aircraft operators, MROs and OEMs with a one-stop shop to be able to review and demo the latest cutting edge technology, designed to streamline and increase efficiency for aircraft maintenance and flight operations, as well as dramatically reduce costs. From the latest paperless and mobile solutions for the Flight Deck or Hangar to a complex maintenance management system; it will all be there.

As well as refreshments being available throughout the event, breakfast and lunch is included on both days with a cocktail reception taking place in the evening of day one (30th October).



Keynote Presentations/Case Studies



Live Software Demonstrations



Interactive Workshop Sessions

### CONFERENCE OVERVIEW

The conference provides a number of superb opportunities:



A two day agenda of presentations, case studies and interactive workshops given by industry experts and the airline/MRO IT users themselves will review and let delegates discuss the latest trends and innovations in this rapidly developing sector of the industry. In addition, the popular EFB, Fuel Efficiency and MRO/M&E Software and Hardware vendor showcases will be running. See Pages 6-14 for full conference agenda.



You can network with your peers among the 500+ delegates in attendance from across the APAC region. Learn from their experiences, share recommendations and exchange ideas. Also attend the Pre-Conference Digital Transformation in Aviation Workshop, taking place on the 29th of October from 14:00 - 17:30 - see pages 4-5 for full information.



A large exhibition area allows airlines, aircraft operators, OEMs and MROs opportunities to try out the major software and hardware IT systems from over 45 world leading vendors. See over the page for a full list of vendors exhibiting their solutions and learn more about the software and hardware you will see.

### LIVE SOFTWARE DEMONSTRATIONS:

One of the key benefits of this event is that it allows airlines, aircraft operators, MROs and OEMs with an excellent chance to review and demo all the major software and hardware solutions in one place, in 2 days. Extended refreshment breaks during the presentation programme allows lots of time to browse the exhibiton area, and:

- Try out all the major MRO/M&E and Flight Operations Software and Hardware solutions from the world's leading vendors and see how they can benefit your company
- Try out all the latest upgrades and add-ons to compliment your current systems
- Discuss with the vendors best practice and how to overcome any problems you may be having with your current systems



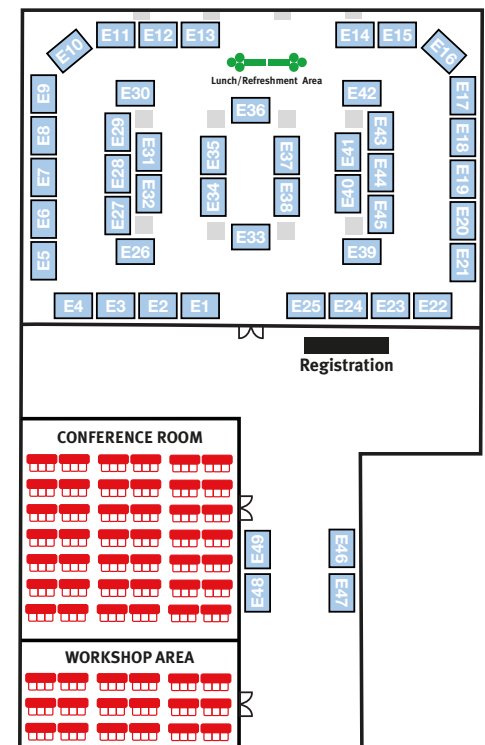
### Flight Operations Software and Hardware solutions available to demo include:

- Digital and Paperless Flight Deck Solutions
- EFB (Electronic Flight Bag)
- Flight Planning Solutions
- Fuel Saving Solutions
- ETL (Electronic Technical Log)
- Operations Cost Management
- Optimising Weight & Balance Software
- Live Flight Tracking
- Live Weather Reporting



### MRO / M&E Software solutions available to demo include:

- Digital and Paperless Solutions for the Hangar and Line Maintenance;
- Fully Integrated End-to-End MRO/ M&E Solutions;
- Supply Chain Solutions Software;
- Digital Documentation Management Solutions/CMS;
- MRO Solutions Linked to Enterprise Wide Software (ERP etc);
- Full scanning Services for Paperless Solutions;
- Engine Management Solutions;
- Paperless Manuals and Technical Documentation.



### Pre-Conference Digital Transformation in Aviation Workshop\* – Tuesday, 29th October 2019 (14:00 - 17:30)



With the explosion of data and new technologies in the past 3 years, it is clear that Digital Transformation is something with which every airline and aviation company must engage. But what is 'digital transformation' and what are its implications for management, and those using and developing software solutions?

Airlines and large aviation companies are complex operations, and their systems are normally reliant on an IT architecture that is outdated and fragmented. Data sits in silos across the company and that silo separation limits the company's ability to adopt a digital strategy. Upgrading that technology is extremely time consuming, complex and costly. So how can airlines and aviation companies benefit from new digital technologies, embrace transformation, and bring the data silos together to enable real-time insights?

During the interactive workshop, you will learn answers to these questions, as well as understand the history of the digital age. You will learn lessons from other industries and what's trending in aviation as well as see case studies of agile IT solutions that can integrate with traditional IT infrastructures.

At the end of the session, participants will have a working knowledge of the different digital technologies trending in aviation and which new technologies are coming to market; understand the benefits of working with agile technology compared to traditional methods; and know how to implement this to drive digital transformation. The workshop will close with a Q&A session and participants are invited to send in their key questions and details of any digital problems facing their companies ahead of the session – our experts will then ensure you leave with the answers and knowledge needed to meet these challenges.

*All participants will be provided with course materials post-conference.*

#### PRE-CONFERENCE DIGITAL TRANSFORMATION IN AVIATION WORKSHOP AGENDA – (Workshop / Showcase room)

14:00 - 15:30	<p><b>Theory &amp; Introduction:</b></p> <p><b>Introduction:</b></p> <ul style="list-style-type: none"> <li>An introduction to Digital Transformation and a look back at history</li> <li>What are the most significant development to date?</li> </ul> <p><b>The second digital age – General trends in digitization</b></p> <ul style="list-style-type: none"> <li>What's going on in society at large and in other industries? Social media is a relentless force driving digital technology.</li> </ul>	<ul style="list-style-type: none"> <li>What new technologies are coming to market?</li> <li>How can we position ourselves to be a winner in the second digital age?</li> </ul> <p><b>Digitization in Aviation. Trends and Case Studies</b></p> <ul style="list-style-type: none"> <li>What's trending in Aviation in the digital market?</li> <li>Presentation of agile IT solution case studies such as: <ul style="list-style-type: none"> <li>Digital transfer of Weight &amp; Balance information between stakeholders.</li> <li>ePooling of components with XML transfer of rotatable data</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Developing tablet solutions for load control</li> </ul> <p><b>How to successfully implement digital initiatives in Aviation</b></p> <ul style="list-style-type: none"> <li>An introduction to agile project methods and how to use them in an aviation digitalization project.</li> <li>A comparison between traditional waterfall methods and IT structure, and agile projects and solutions.</li> <li>An introduction to the practical agile course</li> </ul>
15:30 - 16:00	<b>REFRESHMENT BREAK</b>		
16:00 - 17:30	<p><b>Agile LEGO brick building workshop;</b></p> <ul style="list-style-type: none"> <li>The group will divide into development teams and then our Agile coach will lead us through the planning and building of an airport with LEGO bricks. We will work in short sprints with planning, building and retrospective phases. Key take aways will be deeper understanding of the pros of working agile compared to traditional methods and ideas on how to implement this for digital development in aviation.</li> <li>Closing Thoughts and Questions &amp; Answers</li> </ul>		
17:30	<b>CLOSE OF PRE-CONFERENCE DIGITAL TRANSFORMATION IN AVIATION WORKSHOP</b>		



### Workshop hosted by:



**Michelle Karlsson**  
Cervino Consulting

Michelle holds a Master of Science from the Royal Institute of Technology in Stockholm and work as a aviation & transport advisory consultant at Cervino Consulting. She is also product owner and lead for the development of the Cervino Spare Part Optimization System (SPOS). Michelle have over the last years been involved in many projects at different airlines with process development, AMOS and Maintenix and have also in her past worked 5 years as crew member for Scandinavian Airlines.



**Gisla Run Kristjánsdóttir**  
Cervino Consulting

Gisla work as a senior consultant within aviation & transport advisory and has a 10 years aviation experience with diverse assignments such as project management, Maintenix expert (implementation and improvements) and as a Powerplant Engineer at Icelandair. Gisla has also worked as a Powerplant Engineer at WOW Air and was a part of the team implementing AMOS at WOW air and was a project manager for the V12.20 upgrade.



### REGISTER TO ATTEND THIS WORKSHOP

**There is a fee of \$250.00\***

All participants will be provided with course materials post-conference.



Register Online: Click the following link

<https://registration.allintheloop.net/#/register/event/digital-transformation-in-aviation-workshop-registration-2zeo>



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+44 1403 230 888



<http://www.aircraft-commerce.com/conferences/bangkok-2019/bangkok-workshop/>

*\*This fee is in addition to any conference fee, or VIP delegate place*

### WORKSHOP BROUGHT TO YOU BY:



For further information contact Stephen Keeble – [stephen@aircraft-commerce.com](mailto:stephen@aircraft-commerce.com) +44 1403 230 888



### DAY ONE – WEDNESDAY 30th OCTOBER 2019

#### Icons explained:



Flight Operations IT track






MRO / M&E IT track





Prize Draw Session – Win an iPad!



The conference agenda includes keynote presentations, case studies, interactive workshops, and IT Vendor Showcases all delivered by airlines, aircraft operators, OEMs, MROs, Consultants, Regulators and IT Vendors to provide delegates with varied and interesting insights into the key topics in this constantly evolving aviation sector.



08:00 - 08:55	<b>BREAKFAST – DELEGATE REGISTRATION – SOFTWARE DEMONSTRATIONS</b>
08:55 - 09:00	<b>Chairman's opening remarks</b>
	 <b>MRO / M&amp;E IT TRACK</b> – (Main Conference room)
09:00 - 09:30	<p><b>Industry Trends Keynote: Digital Transformation – Where are we?</b></p> <p>Digital Transformation and Big Data have been buzzing topics for the past 3 years. In this presentation ICF will present the status of the landscape:</p> <ul style="list-style-type: none"> <li>• What are the main trends (areas of focus)</li> <li>• What are the notable achievements to date</li> <li>• Which suppliers are leading the race to digital maturity</li> <li>• Which new technologies are about to join in 2019</li> <li>• What are the areas of concerns for the industry</li> </ul> <p><i>Allan Bachan, Vice President, ICF</i></p>

	 <b>MRO / M&amp;E IT TRACK – (Main Conference room)</b>	 <b>FLIGHT OPERATIONS IT TRACK – (Workshop / Showcase room)</b>
09:30 – 10:00	<b>MRO Case Study: Aviation Partnership Philippines – Digital Line MRO Project</b> In this case study Aplus (A joint venture between Singapore Airlines Engineering Services and Cebu Pacific) presents its digitization journey of its line MRO operations over the last 5 years and the plans for the future. The process, people and operational challenges faced, solutions adopted and impact on the bottom line are discussed. <i>Wilfredo E. Regalado, Director Corporate Finance, Strategic Planning and Information Technology, Aplus</i>	<b>Workshop Session: A Fuel Efficiency Masterclass – How to enhance your existing Fuel Efficiency Program (09:30 – 10:30)</b> This Masterclass session will show you how to further enhance an existing Fuel Efficiency program. The economic impact of fuel efficiency management is still large, and even though fuel costs today typically only represent 20% – 30% of the total operational costs of an airline, there are still significant amounts of money to be saved. You will be presented with practical examples on how to further lower fuel consumption and substantially improve profitability. Topics of the case study include: <ul style="list-style-type: none"> <li>• Why fuel efficiency management continues to be important</li> <li>• How to better organize an operational efficiency improvement program</li> <li>• What new fuel saving initiatives can be implemented</li> <li>• Choosing the right software to support a fuel savings program</li> <li>• How to ensure you make the most out of your current software solution</li> <li>• Questions &amp; answers</li> </ul> <i>Workshop hosted by: Sander de Moor, Global Lead – Fuel Efficiency, Aircraft Commerce Consulting</i>
10:00 – 10:30	<b>Airline Case Study: JAL Engineering – Achieving 100% On Time Performance through Mobility and Paperless Solutions</b> Now that JAL Engineering are live with Mobile and Paperless M&E Solutions, the airline walks us through the project focusing on the following: <ul style="list-style-type: none"> <li>• The need for change – JAL Engineerings On Time Performance goals</li> <li>• JAL Engineering's technology approach to reaching these goals</li> <li>• Achieving JCAB Regulatory approval for paperless</li> <li>• A review of improvement metrics now that the solutions are live and operational.</li> </ul> <i>Yuki Nakai, Director IT Planning, JAL Engineering</i>	
10:30 – 11:15	<b>REFRESHMENT BREAK – SOFTWARE DEMONSTRATIONS</b>	
11:15 – 11:45	<b>MRO Case Study: HAECO ITM – A Journey to Digital Transformation.</b> In this case study HAECO ITM outlines its plans to move to digital and paperless processes. The technology and processes challenges are discussed, along with a review of the current project, the benefits HAECO ITM are seeing companywide and the benefits customer airlines. <i>William Arblaster, Vice President Product Delivery, HAECO ITM</i>	<b>Vendor Showcase: Fuel Efficiency / Management Solutions (11:15 – 12:00)</b> Your chance to quickly find out about all the major Fuel Efficiency / Management Software Solutions on the market. Each Vendor will provide a brief 7 minute showcase of their solutions including: Fuel Efficiency / Management product overview, new customers, latest developments, 2019/20 outlook. Vendors presenting include: <ol style="list-style-type: none"> <li>1) OpenAirlines</li> <li>2) Boeing</li> <li>3) Honeywell</li> <li>4) Laminaar</li> <li>5) Safety Line</li> <li>6) Safran Aircraft Engines</li> </ol>



	 <b>MRO / M&amp;E IT TRACK – (Main Conference room)</b>	 <b>FLIGHT OPERATIONS IT TRACK – (Workshop / Showcase room)</b>
11:45 – 12:15	<b>MRO Case Study – FL Technics: Implementing Next Generation Mechanics Training using Virtual Reality (VR)</b> With the demand for professional mechanics in the aviation industry constantly growing, FL Technics has begun implementing training VR modules to make the training process far shorter and prepare mechanics faster with no loss in quality. The case study will include a demo of the VR solution, showing the trainee mechanic proceeding through a series of tasks, starting with selecting the right tools, inserting a safety lock, etc. As you will see the trainee can select whether or not they require in simulation guidance and all efforts have been made to make the simulator as accurate and realistic as possible. <i>Rasmus Paskevicius, Head of IT and Innovations Administration Department, FL Technics</i>	<b>Vendor Showcase: Flight Ops Solutions and Electronic Flight Bag (EFB) – Part 1 (12:00 – 12:45)</b> Your chance to quickly find out about all the major Flight Ops Solutions (such as Flight Planning; Flight Ops Management, etc) and EFB Software & Hardware Solutions on the market. Each Vendor will provide a brief 7 minute showcase of their solutions including: Product / EFB overview, latest developments, 2019/20 outlook, new customers. Vendors presenting include: 1) AIR SUPPORT 2) dgBirds 3) Comply365 4) Orlando Suite for Tech Pubs 5) Teledyne Control
12:15 – 12:45	<b>Airline Case Study – Etihad Airways: The Benefits of Predictive Maintenance and Big Data on the Connected Aircraft</b> The incoming generation of e-enabled aircraft provide an unprecedented volume of data, but how are airlines using this big data to improve operational efficiency? In this case study Etihad Airways outline the ROI it is seeing from integrating data services into new maintenance methodologies to predict aircraft failure. You will see example case studies of how this process has worked and in some cases not worked so well. <i>Borja Dosal Roiz, Avionics Engineer / CAMO Fleet Management, Etihad Airways</i>	
12:45 – 13:00	<b>Airline Case Study – Thai Airways: Future Smart MRO-TG MRO Campus</b> Thai Airways outlines its plans to open a new world-class MRO centre, known as TG MRO Campus in 2022. The TG MRO Campus will be equipped with a state-of-the-art Smart Hangar and an engineer training School. <i>Kongkiat Damraks, Director Human Resources and Training TG MRO Campus, Thai Airways</i>	
13:00 – 14:00	<b>LUNCH – SOFTWARE DEMONSTRATIONS</b>	
14:00 – 14:30	<b>Industry Survey Results – Capgemini: Digital Aviation &amp; Aerospace MRO Survey 2019</b> Capgemini presents its 2019 industry survey results on the adoption of MRO innovations such as interactive voice computing, service parts optimization, predictive maintenance, connected aircraft operations and the autonomic airline. Which innovations have stalled and which are accelerating? Industry leaders give their perspectives on what is delivering operational and financial value; what new business models these innovations are enabling; and what is in store for the future. <i>Michael Wm. Denis, Principal – Aviation &amp; Aerospace Strategy, Capgemini</i>	<b>Vendor Showcase: Electronic Flight Bag (EFB) – Part 2 (14:00 – 15:30)</b> Your chance to quickly find out about all the major EFB Software & Hardware Solutions on the market. Each Vendor will provide a brief 7 minute showcase of their solutions including: EFB product overview, latest developments, 2019/20 outlook, new customers. Vendors presenting include: 6) NAVBLUE 7) Boeing 8) Web Manuals 9) Lufthansa Systems 10) Gigsby 11) Flatirons Solutions 12) Viasat 13) AVIO 14) DextraData





	 <b>MRO / M&amp;E IT TRACK – (Main Conference room)</b>	 <b>FLIGHT OPERATIONS IT TRACK – (Workshop /Showcase room)</b>
14:30 – 15:00	<b>OEM Digital Innovations: Aircraft Connectivity</b> Connectivity makes our daily lives easier: why should it be different for aircraft operations? Making connectivity a simple end-to-end journey and delivering value is our fundamental objective. Flight crews, cabin crews, maintenance staff on the ground need to easily access data to perform their job more efficiently. Secure, seamless coverage delivering operational data live from the aircraft will transform airline operations. Data collection from the ecosystem, transmission and on-ground analysis is key to bringing passenger experiences alive, enabling better decision making for pilots, reducing the maintenance time, lowering costs and decreasing the total cost of ownership. Data collection from Aircraft or On-board data update are subject to varying degrees of criticality, privacy, volume, and speed. To which extend could we have a harmonized management of these data flows? <i>Antoine Casta, Digital Business Development, Airbus</i>	
15:00 – 15:30	<b>Predictive Maintenance – beyond the buzzwords. What is it and why does it matter for aircraft maintenance</b> In this interactive key-note presentation, Sander de Bree from EXSYN, dives into the world of predictive maintenance. In recent years this topic has become a top priority for many airlines and OEM's, however what it actual entails is often unfamiliar with many. During these 30 minutes we will explore the world of predictive maintenance, get familiar with some of the wording and place this technology in perspective of the global challenges faced within aircraft maintenance. At the end of this session, attendee's will have gained a better understanding of the topic of predictive maintenance, understand how it can address some of the challenges within aircraft maintenance, and have some guidelines on what they can already start doing today to move towards a predictive maintenance philosophy. <i>Sander de Bree, Founder, EXSYN Aviation Solutions</i>	
15:30 – 16:15	<b>REFRESHMENT BREAK – SOFTWARE DEMONSTRATIONS</b>	
16:15 – 16:45	<b>Real Time Location System (RTLS) Keynote: Using location across your business from tracking tools to autonomous aircraft inspections</b> During this presentation, you will discover the value an RTLS solution can bring you in an MRO environment. Parallels will be drawn with other sectors, where RTLS is now part of the standard processes, to demonstrate how this technology can be used to enhance and improve your existing processes. There will also be information on how to implement such a solution and the real benefits achieved from specific use cases in actual implementations. <i>Hugh Revie, Sales Director, Ubisense</i>	<b>Vendor Showcase: Electronic Flight Bag (EFB) – Part 3 (16:00 – 16:30)</b> Your chance to quickly find out about all the major EFB Software & Hardware Solutions on the market. Each Vendor will provide a brief 7 minute showcase of their solutions including: EFB product overview, latest developments, 2019/20 outlook, new customers. Vendors presenting include: 15) Avionics Support Group (ASG)      18) Collins Aerospace 16) MBS      19) Smart4Aviation 17) Laminaar



	 <b>MRO / M&amp;E IT TRACK – (Main Conference room)</b>	 <b>FLIGHT OPERATIONS IT TRACK – (Workshop / Showcase room)</b>
16:45 – 17:15	<p><b>IT Vendor Focus: Paperless Maintenance in the eye of the digital mesh – the towering eye wall: Data, Augmented Analytics and Maintenance Cost Control</b></p> <p>IATA's guidance material for paperless maintenance is vast and comprehensive; the ATA e-business program covers it all from e-logbook to warranty claims. Smart RFID tags automatically share the maintenance status of a removed component. However, RPA solutions are developed to automate the printing of documents and SBs are distributed in PDF format. Maintenance invoicing is further behind with e-invoicing on IATA's agenda for years.</p> <p>Real-time fleet and lease cost management, cost driven task planning, automated invoice control, tail centric performance and cost tracking are feasible. Tomorrow's savings are driven by cost driver analytics, real-time cost impact awareness, predictive, prescriptive cost analysis embedded in a collaborative decision making process of Maintenance Control Center (MCC) and Integrated Operations Control Center (IOCC). How? Engage in agile incremental minimum viable concept (MVC) and minimum viable product (MVP) development. Early adapters accelerate their business, maintain a competitive advantage and assure AI readiness for tomorrow.</p> <p><i>Gesine Varfis, Marketing Manager, APSYS</i></p>	<p><b>Vendor Showcase: Electronic Logbook (ETL / ELB) (16:30 – 17:00)</b></p> <p>Your chance to quickly find out about all the major Electronic Logbook (ETL/ELB) Solutions on the market. Each Vendor will provide a brief 7 minute showcase of their solutions including: product overview, latest developments, 2019/2020 outlook, new customers.</p> <p>Vendors presenting include:</p> <ol style="list-style-type: none"> <li>1) EmpowerMX</li> <li>2) AVIO</li> <li>3) Ultramain</li> <li>4) Conduce</li> </ol>
17:15 – 17:45	<p><b>IT Vendor Focus: Forecasting Spare Parts for Optimization of MRO Inventory</b></p> <p>Forecasting spare parts is difficult, but to know what spares to hold, where to hold them and in what quantity is crucial. To identify maximum supply of spare parts at minimal costs there is the need to consider the demand uncertainty dimension and the trade-off between excessive inventory vs. unwarranted aircraft down-time when calculating replenishment parameters. During this presentation Cervino Consulting will walk you through how to use historical data and clever algorithms to identify when to order new stock and the maximum supply of spare parts required.</p> <p><i>Michelle Karlsson, Consultant, Cervino Consulting</i></p>	
18:00 – 20:00	<b>COCKTAIL RECEPTION SPONSORED BY RUSADA</b>	



### DAY TWO – THURSDAY 31st OCTOBER 2019


08:00 – 08:55 BREAKFAST – DELEGATE REGISTRATION – SOFTWARE DEMONSTRATIONS		
	 FLIGHT OPERATIONS IT TRACK – (Main Conference room)	 MRO / M&E IT TRACK – (Workshop / Showcase room)
09:00 – 09:30	<p><b>Keynote: How Trajectory Based Operations (TBO) will drive a paradigm change in the way airlines operate. How to ensure your airline is ready to benefit.</b></p> <p>Paradigm Change is coming, and while the aviation industry associates the term with just about everything, this time it's real. Both described as paradigm-changing, Digital Data came to prominence in the mid-1980s. It promised a lot, but after three decades the result is fragmented and proprietary and hasn't delivered much, so far. The EFB journey began not much later as the phoenix from ELS. EFB was going to change the way pilots did just about everything, but the name got in the way, and so far it has achieved little except automation of the status quo, and the business case for both remains elusive.</p> <p>Trajectory Based Operations (TBO) will drive real paradigm change in the way airlines operate and do business. Unlike Digital Data and EFB, the industry does not have 30 years to do it and needs to get it pretty much right the first time. Digital Data and EFB will be essential components of the TBO system and will make the business cases irrelevant because both will be crucial to TBO outcomes. Critically, TBO, while having technology-based enablers, is not a technology-driven system; nevertheless, TBO will require wholesale system change that will likely test the operational and project capability of most airlines.</p> <p>TBO is a big ask. Can an industry so successful at making simple things difficult even contemplate something as significant as TBO or do we have to break the way we've been doing things for years and find a different path?</p> <p>In a strategic insight into TBO, Michael will discuss where airlines need to shift focus to ensure their readiness for what will be paradigm-changing and profound for the aviation industry.</p> <p><i>Michael Bryan, Managing Director, Closed Loop</i></p>	<p><b>MRO/M&amp;E IT Vendor Showcase – Part 1 (09:00 – 10:30)</b></p> <p>Your chance to meet with the major end-to-end MRO/M&amp;E and Technical Document Management Vendors on the market. Each Vendor will have the floor for 7 minutes to showcase their: MRO/M&amp;E IT product overview, new customers, latest developments, 2018 outlook, product roadmap.</p> <p>Vendors presenting include:</p> <ol style="list-style-type: none"> <li>1) ADT Wings</li> <li>2) Swiss AviationSoftware</li> <li>3) Commsoft</li> <li>4) TRAX</li> <li>5) APSYS</li> <li>6) Rusada</li> <li>7) Ultramain</li> <li>8) IFS Aerospace &amp; Defense</li> <li>9) Flatirons Solutions</li> <li>10) EXSYN</li> <li>11) Seabury Solutions</li> <li>12) Ramco</li> </ol>
09:30 – 10:00	<p><b>Airline Case Study: Air Hong Kong – The Digitization of EFB, Flight Operations Manuals and Regulatory Compliance</b></p> <p>Air Hong Kong showcases how a sophisticated digital document management software system is crucial in helping to appoint a culture of safety and compliance across the airline, allowing for the tracking within revisions and offering workflows in a digital format. You will see how the system is designed to author and centrally store all documents and manuals providing to the operations department the opportunity to distribute the most up-to-date digital versions across multiple devices and into the airline's different EFB solutions, ensuring pilots and cabin crew will receive fully revised flight manuals and documentation and enabling them to find fast the information they require when the time is a constraint like while taxing on the runway.</p> <p><i>Atila Taran, Chief Technical Pilot, Air Hong Kong</i></p>	

	 <b>FLIGHT OPERATIONS IT TRACK – (Main Conference room)</b>	 <b>MRO / M&amp;E IT TRACK – (Workshop / Showcase room)</b>
10:00 – 10:30	<p><b>Airline Case Study: Pacific Air Express – The benefits of real-time data acquisition.</b></p> <p>In this case study Pacific Air Express present the airline's use of real-time data acquisition using FLYHT's Automated Flight Information Reporting System (AFIRS). Pacific Air Express discusses its use of the technology including satellite connectivity, including voice, GPS for FOQA, automated and accurate block and flight time reporting, automated engine data collection including RR RB211 Profile engine reporting for EHM, automated engine and airframe exceedance reporting, built-in QAR, and flight following. The presentation shares examples of the results the airline has seen regarding cost savings, improvements in processes and communication, and safety and compliance.</p> <p><i>Craig Abela, Standards and Technical Pilot, Pacific Air Express</i></p>	
10:30 – 11:15	<b>REFRESHMENT BREAK – SOFTWARE DEMONSTRATIONS</b>	
11:15 – 11:45	<p><b>Airline Case Study – Qantas: Building innovative route optimising flight planning platform</b></p> <p>This case study follows the planning, building and use of the Qantas sophisticated 4D flight planning platform, developed in conjunction with Smart4Aviation and Frequentis. As you will see, the new flight planning solution, launched last year, can ingest rich data sets from external sources, allowing it to continually assess and adjust its flight paths while en-route, providing for the flexibility to fit with flow constraints, reduce fuel consumption and emissions and increase safety. Some proven outcomes include:</p> <ul style="list-style-type: none"> <li>• More accurate flight plans (planned vs actual on 15+hour flights are regularly within 100kg) leading to enhanced operational safety</li> <li>• Improved fuel efficiency (~0.6% reduction) leading to reduced carbon emissions</li> <li>• Pre-generation of all plans has resulted in a reduction in operator workload</li> </ul> <p><i>Mike Riegler, Manager Business Innovation and Support Flight Operations, Qantas</i></p>	<p><b>MRO/M&amp;E IT Vendor Showcase – Part 2 (11:15 – 12:30)</b></p> <p>Your chance to meet with the major end-to-end MRO/M&amp;E and Technical Document Management Vendors on the market. Each Vendor will have the floor for 7 minutes to showcase their: MRO/M&amp;E IT product overview, new customers, latest developments, 2018 outlook, product roadmap.</p> <p>Vendors presenting include:</p> <ol style="list-style-type: none"> <li>13) Boeing</li> <li>14) EmpowerMX</li> <li>15) Aerostrat</li> <li>16) Lufthansa Technik</li> <li>17) Honeywell</li> <li>18) Airbus</li> <li>19) Laminar</li> <li>20) Web Manuals</li> </ol>



	 <b>FLIGHT OPERATIONS IT TRACK – (Main Conference room)</b>	 <b>MRO / M&amp;E IT TRACK – (Workshop / Showcase room)</b>
11:45 – 12:15	<p><b>Airline Case Study: Peach Aviation – How can you shape tomorrow's EFB?</b></p> <p>How can EFB application providers and airlines work together to develop a product that meets airline needs, is highly usable by pilots, and increases safety margin and operating efficiency?</p> <p>Peach Aviation will share its experience of advising Jeppesen as a Customer Advisory Board and BETA program member. The airline will also explain how this involvement helped it become the first Japanese airline to remove paper navigation charts from their flight deck, and become the first to obtain the operational approval of Airport Moving Maps with ownship both on ground and in flight and planning.</p> <p>Jeppesen will explain how airline relationships help the company develop innovative EFB products and services. It will also share how you can be more involved in the innovation process and actively help shape tomorrow's EFB.</p> <p><i>Hiroyuki Nonaka, Flight Operations Engineering Manager, Peach Aviation</i> <i>Sam Bessinger, Product &amp; Marketing Manager, Boeing</i></p>	
12:15 – 12:45	<p><b>Airline Case Study: Cebu Pacific – Big Data Driving Fuel Efficiency</b></p> <p>In this case study Cebu Pacific outline how it uses Big Data technology to improve Flight Operations and especially its Fuel Efficiency performance, plus some internal actions set up to develop a fuel efficiency program throughout the company.</p> <p><i>Francesc Torres, Director Operational Support, Cebu Pacific</i></p>	
12:45 – 14:00	<b>LUNCH – SOFTWARE DEMONSTRATIONS</b>	

	 <b>FLIGHT OPERATIONS IT TRACK – (Main Conference room)</b>	 <b>MRO / M&amp;E IT TRACK – (Workshop / Showcase room)</b>
14:00 – 14:30	<p><b>Deep Turnaround: Still collecting data manually? How Artificial Intelligence revolutionizes Ground Operations</b></p> <p>Punctual turnarounds have become more and more a critical success factor for the on-time performance of airlines. To successfully implement Turnaround Management airlines need to consider the following action fields:</p> <ul style="list-style-type: none"> <li>• Definition and set up of a reference model, that is agreed with the suppliers</li> <li>• Monitoring of current ground handling by defining target/actual times</li> <li>• Setup of corresponding Service Level Agreements (SLAs)</li> <li>• Performance monitoring and analysis by Quality- and SLA management.</li> </ul> <p>These action fields are the prerequisite to successfully manage the seamless interplay between airport, airline and ground service providers. Even there is a great potential to improve the on-time performance, pro-actively controlling ground processes is still a relatively uncharted territory for many airlines though. The period of time between on-blocks and off-blocks very often still remains a “black box”. The important question therefore is: Why is there still such a hesitation among airlines to implement a Turnaround Management? This presentation will outline some of the biggest obstacles including the laborious gathering of the necessary data to visualize the turnaround performance in real-time. But with new technologies available on the market, this problem is past: Artificial Intelligence (AI) today allows airlines to easily transform unstructured data simply from a video stream into “turnaround time stamps” and will omit the burden of manual data collection. This presentation therefore demonstrates how newest AI video stream technology will revolutionize the current Turnaround Management concepts into a highly efficient “Deep Turnaround”.</p> <p><i>Marc Herzog, Lead Business Data Analytics – Consultant, zeroG</i></p>	<p><b>MRO Workshop Session: M&amp;E / MRO System Health-Check (14:00 – 15:00)</b></p> <p>The rate of technology innovation and advancements with MRO software outpaces adoption by business units. Making optimal use of existing software applications starts with qualitatively and quantitatively analysing business functions usage and adoption against technology capabilities. Defining opportunities from that analysis and setting a strategy for improvements should then follow. Additionally, embedding a culture of continuous improvement and standardizing the handling of software releases to stay current is a common challenge to be addressed:</p> <ul style="list-style-type: none"> <li>• How well are your current M&amp;E / MRO functions enabled with available technology? Are systems used efficiently and to their full potential for the business?</li> <li>• Does the maintenance organization have the right decision support information in a comprehensive and timely fashion?</li> <li>• What is the integrity of the data? Do all stakeholders trust it or do they have their own methods of capture? Is there one source of truth?</li> <li>• How well are you keeping up with system releases and emerging industry trends? Are you on the latest versions? How do you stay abreast of any advancements in business processes and corresponding software impacts?</li> </ul> <p><i>Workshop Hosted by:</i> <i>Glen Noon, Senior Consultant – Engineering IT Systems, Aircraft Commerce Consulting</i> <i>Allan Bachan, Vice President, ICF</i></p>
14:30 – 15:00	<p><b>Airline Case Study: Cathay Pacific – Digital Operations Manuals</b></p> <p>In this case study Cathay Pacific outline the airline's project to transition to a cost-effective and scalable digital platform to manage Operations Manuals and how this process has resulted in better transparency and efficiency. The case study focuses on the challenges faced when managing multiple document formats across multiple AOCs and fleets and how the new solution has assisted the airline to overcome these challenges.</p> <p><i>Mark Hoey, General Manager Operations, Cathay Pacific</i></p>	

	✈ <b>FLIGHT OPERATIONS IT TRACK – (Main Conference room)</b>	🔧 <b>MRO / M&amp;E IT TRACK – (Workshop /Showcase room)</b>
15:00 – 15:30	<b>Airline Case Study: SriLankan Airlines – Digital Transformation to EFB as Standard Operations</b> In this case study SriLankan summarizes its transformation to EFB as standard operations, the challenges and future requirements. And more importantly how EFB is transforming into a state-of-the-art tool that aids total mission optimization. <i>Capt. Tharindu Paliawadana,, Technical Pilot, SriLankan Airlines</i>	
15:30 – 16:00	<b>REFRESHMENT BREAK – SOFTWARE DEMONSTRATIONS</b>	
<b>Prize Draw Session</b> <b>Win an iPad</b>	 <b>Business cards will be collected at the beginning of this session. The prize draw will be made at the end of the second presentation.</b>  <b>You have to be in the room to win the iPad – Good luck!</b>	
16:00 – 16:30	<b>IT Vendor Keynote: Airline Digital Transformation that Matters</b> Digital transformation, done right, equals prosperity for any airline. But not all digitalization possibilities are identical in their promise for creating value. Distinguishing initiatives that last and have substantive contributions from the run-of-the-mill ones requires careful analysis and evaluation before committing resources. There are technological, organizational, and operational challenges that must be accounted for the success of any digitalization of business processes and activities. Introducing analytics layer in any such effort can produce yet another set of daunting tasks. This presentation offers disciplined pathway for methodically going through digitalization undertaking that pushes the organizational envelope. <i>Jahan Alamzad, President, Laminaar Aviation InfoTech Americas</i>	
16:30 – 17:00	<b>Using Data Analysis to Calculate Fuel Burn and Operating Performance</b> With the global fleet slowly growing, knowing which aircraft perform better under particular operating conditions is crucial. This presentation looks at using key data analysis to compare the fuel burn and operating performance of comparable aircraft types, focusing on the A320neo, 737 MAX-8, 737-800 and A220-300. The same model can also be applied for wide-body aircraft, regional aircraft, etc. <i>Sander de Moor, Director Aircraft Performance and Efficiency, Aircraft Commerce Consulting</i>	
	<b>END OF CONFERENCE</b>	

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## RETURNS TO THE APAC REGION FOR 2019

*"The conference was a great opportunity for industry technology professionals to touch base on important matters in the aviation industry"*

**Director, Information Technology, JorAMCo**

*"Excellent opportunity to see Vendors and network in one location"*

**IT Manager, KLM (UK) Engineering**

*"Great conference with lots of new info; for me it was most useful"*

**EFB Project Coordinator, Belle Air**

*"Excellent! Very useful information and case studies to help with our big transformations. Included issues very relevant to our job"*

**Flight Operations Engineering Specialist, Emirates**

*"A one-stop-center for airlines and IT software vendors for MRO & EFB technologies"*

**Manager Business Solution Group, Malaysia Airlines**

*"Enlightening and extremely informative event"*

**Engineering Data Specialist, Royal Air Maroc**

*"Very good - a nice balance between workshops, case studies and vendor sales activities. Also a very useful networking opportunity."*

*I feel I learned about the vendors current software solutions and common issues problems in the MRO world"*

**Virgin Atlantic Airways**