AIRCRAFT COMMERCE

AIRLINE & AEROSPACE MRO & FLIGHT OPERATIONS IT CONFERENCE

11th & 12th March 2020 – Hilton Miami Downtown Hotel, Miami, USA

AMERICAS 2020

AIRLINE AND AIRCRAFT OPERATORS – DELEGATE INFORMATION

Vendors exhibiting their software include:

Collins Aerospace · oases by Commsoft · YONDER · BOEING · Logipad aero · collinear GROUP · AVTECH · COMPLY365 · SAFRAN · SAFETY LINE

SWISS AviationSoftware · ULTRAMAIN · Lufthansa Industry Solutions · empowermx · webmanuals · OMEGA · AIR SUPPORT · Openairlines · PIVOT · AeroSoft SYSTEMS INC

CASEBANK · eTTAVIATION · ramco · AIRBUS · VISTAIR · emro · Ubisense · NAVBLUE · PACE a TXT company · aerostrat

AIRCRAFT ANALYTICS · Lufthansa Technik · APSYS · INFORM · Lufthansa Systems · ORLANDO · SMART4AVIATION · TELEDYNE CONTROLS · NOVULO

Rusada · ADT · AVIOBOOK · FLYHT · IFS · GigSky GLOBAL MOBILE DATA · ARMS 2.5 · SEABURY SOLUTIONS · Honeywell · Flygprestanda AB

The World's Leading Aviation IT Conference for MRO/M&E and Flight Operations Solutions returns to Miami in 2020 bigger and better!
For further information contact Stephen Keeble – stephen@aircraft-commerce.com +44 1403 230 888

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Keynote Presentations/Case Studies

Live Software Demonstrations

Interactive Workshop Sessions

WHY ATTEND AS A DELEGATE

The Airline & Aerospace MRO & Flight Operations IT Conference – Americas, returns to Miami for 2020 with over 50 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 (11th March).

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 4-10 for full conference agenda.

- You can network with your peers among the 500+ delegates in attendance from across the Americas region. Learn from their experiences, share recommendations and exchange ideas. .

- A large exhibition area allows airlines, aircraft operators, OEMs and MROs opportunities to try out the major software and hardware IT systems from over 50 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.

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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.

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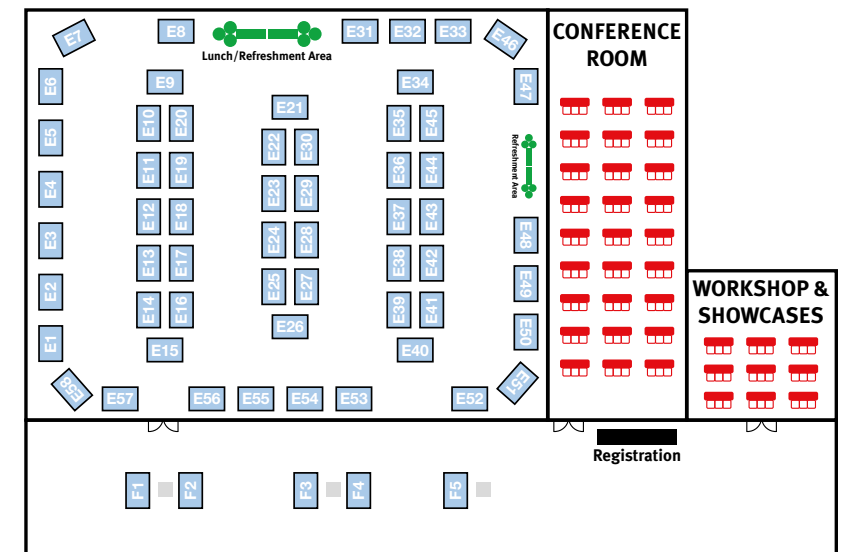
Pre-Conference M&E / MRO Systems Adoption Masterclass Workshop* – Tuesday, 10th March 2020 (14:00 – 17:00)

* This workshop is free of charge.

Workshop Overview:
The rate of technology innovation and advancements with MRO software outpaces good adoption by business units. It is estimated that:

- Less than 40% of organizations are on the latest releases of their core MRO software systems
- The usage of what is installed and available to end-users is lower than 60%
- Technology enablement of business tasks and processes is just at 50%

Where is your organization on this spectrum? 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 (non-technical) handling of software releases to stay current is a common challenge to be addressed. This workshop looks into ways of keeping both business processes and software releases optimal and in sync.

PRE-CONFERENCE M&E / MRO SYSTEMS ADOPTION MASTERCLASS WORKSHOP – *(Workshop / Showcase room)*	
14:00-15:00	**Theory & Introduction:** • Do you continuously measure the effectiveness and performance of your business processes? • How well are your current M&E / MRO processes enabled with available technology? Are systems used efficiently and to their full potential for the business? • Does each role in your the maintenance organization have the right decision support information in a real-time and timely fashion? • 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? • How well are you keeping up with system releases and emerging industry trends? Are you on the latest versions? Do you stay abreast of advancements in business processes and corresponding software impacts?
15:00-15:30	**REFRESHMENT BREAK**
15:30-17:00	**Collaboration session:** • During this section of the Workshop, and using real-life examples, you will get hands-on experience with the following processes: • Processes mapping • Solutions blueprinting • Measuring processes effectiveness • Implementing changes with processes and software **Open questions and answers forum**
17:00	**CLOSE OF PRE-CONFERENCE DIGITAL TRANSFORMATION IN AVIATION TRAINING WORKSHOP**

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Workshop hosted by:

Allan Bachan
Vice President, **ICF**

Allan is a Vice President at ICF with 32 years of industry experience as an Aviation M&E, MRO and Supply Chain solutions and systems domain expert. He is responsible for ICF's MRO Operations and IT practice and he manages the Aircraft Commerce Consulting relationship with ICF. He specializes in solution blueprinting for MRO, Supply Chain and ancillary IT systems

His experience includes managing application design, development, and full cycle implementation – from selection to go-live – for strategic clients in the MRO industry using different commercially available MRO IT products. He has also spearheaded many carriers' M&E and MRO systems solution design, customizations, integrations and implementations including project governance, data migration and change management.

In his career, Allan has fulfilled the following leadership roles:

- MRO IT practice and technical lead for industry leading solutions companies realizing more than 20 go-lives involving at least 8 different systems
- MRO systems Product Principal for a large global IT solutions and systems integration company
- M&E and MRO Solutions Director for a large global aviation software and solutions provider Manager of Technical Records, Maintenance Planning and
- Production Control at a mid-size commercial airline with full MRO

Glen Noon
Senior Consultant – Engineering IT Systems, **Aircraft Commerce Consulting**

In nearly 40 years, Glen has gained a reputation for integrity, problem-solving, professionalism, depth of knowledge and perseverance. Starting in 1978 as a Royal Navy aircraft engineer, with fixed and rotary wing aircraft, he rose to manage the British Military's first Aircraft Management System.

Glen joined Computer Science Corporation in 2000, working with GKN Westlands & Lockheed Martin UKIS to deliver MSSAS logistical solution for the Merlin, later working with Lockheed Aeronautics, managing an Asset Management tool supporting C130J assets for global users. He joined XL Airways in 2006 and implemented AMOS for three Group companies before, as a consultant, joining easyJet to assist their AMOS implementation.

Glen's next project at BMI meant working on both MRO and Flight Operations solutions, and in the sale of the Airline. British Airways Next Generation project for the induction of the B787 and A380's connected Aircraft followed, before, in 2013, moving to consult with Etihad Airways on their Entry into Service project. Having delivered an MRO Solution for the e-Enabled fleet plus built up and led a Technical Competency Center, Glen left Etihad Airways in 2017 for Europe and clients including Vueling Airways and Flybe.

Glen continues to apply, across a wide spectrum of aviation clients, his deep understanding of aircraft, component maintenance, e- Enablement, IT systems and problem-solving.

REGISTER TO ATTEND THIS WORKSHOP

This workshop is free of charge

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

Register Online: Click the following link
https://www.aircraft-commerce.com/miami-2020/mro-systems-adoption-masterclass-workshop/

stephen@aircraft-commerce.com

+44 1403 230 888

WORKSHOP BROUGHT TO YOU BY:

ICF

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CONFERENCE AGENDA OF PRESENTATIONS

DAY ONE – WEDNESDAY 11th MARCH 2020

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	**BREAKFAST – DELEGATE REGISTRATION – SOFTWARE DEMONSTRATIONS**
08:55-09:00	**Chairman's opening remarks**
	⚒ **MRO / M&E IT TRACK –** (Main conference room)
09:00-09:30	**Industry Trends Keynote: Optimal Usage of IT Systems' – What do we need to get there?** Significant investments have been made in IT systems over the past 10 years, with more than 60% of the world's airlines investing in MRO systems during that time according to Aircraft Commerce research. But is this investment paying off? Are the systems being used as much and as well as they should be? This keynote explores these questions and others such as: • What are the hurdles with keeping up with system advancements? • Are legacy systems issues creeping back in? • Aging platforms was the challenge 10 years ago. Is that still the case? • What are the indicators of optimal usage and how to get there? **Allan Bachan,** Vice President, ICF

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🛠 **MRO / M&E IT TRACK** – (Main conference room)	✈ **FLIGHT OPERATIONS IT TRACK** – (Workshop / Showcase room)
09:30-10:00 — **Airline Case Study: ATSG – MRO IT System Modernization: ATSG Selection and Implementation of an New MRO Solutio** Air Transport Services Group (ATSG) is an aviation holding company which provides air cargo transportation and related services through subsidiaries ABX Air, Air Transport International (ATI), and Cargo Aircraft Management (CAM). In November 2019, ATSG went live with a new MRO IT system covering a fleet that numbered 80 aircraft (B767 and B757) with 4 additional aircraft about to be added and further growth expected. This presentation outlines ATSG's product selection process, implementation activities and in-use experience to-date. The airline describes the motivation to procure a new system including a desire to drive business efficiencies, utilize common processes across its organizations, and accommodate expected growth. **Paul Harding,** Director Information Technology, Air Transport Services Group (ATSG)	**09:30-10:00** **Workshop Session: A Fuel Efficiency Masterclass – How to enhance your existing Fuel Efficiency Program** 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: • Why fuel efficiency management continues to be important • How to better organize an operational efficiency improvement program • What new fuel saving initiatives can be implemented • Choosing the right software to support a fuel savings program • How to ensure you make the most out of your current software solution • Questions & answers **Sander de Moor,** Director Airline Operations Efficiency, Aircraft Commerce Consulting
10:00-10:30 — **Aircraft Data Keynote: Do Airlines and Aircraft Operators own their Operating and Maintenance Data?** As more and more innovative predictive analytics tools come to market, a major challenge facing airlines and aircraft operators is to exploit all the data e-enabled aircraft generate and ensure that all that lucrative data is shared with companies that can extract the maximum value from it. The right-to-use issue for airlines is a hot topic with OEMs and third party MROs, but who actually owns the data? This presentation explores the major arguments and examines legal precedents to provide a definitive answer. **Bruce Jackson,** President, Air Informatics	
10:30-11:15 **REFRESHMENT BREAK – SOFTWARE DEMONSTRATIONS**	
11:15-11:45 — **Airline Case Study - LATAM: Using Automated Drone Solutions during Base Maintenance** In this presentation you will see how drone technology can dramatically reduce the time it takes to carry out an external aircraft inspection. Following a successful trial by LATAM you will see how the drone uses laser positioning technology and so does not require a pilot, improves safety conditions for workers, and by providing the precise location of defects relative to the aircraft structure helps to optimize scheduling of repairs and job cards during checks. **Gustavo Zanata Guella,** Engineering Manager MRO Support Operations, LATAM **Josselin Bequet,** CEO & Co-Founder, Donecle	**11:15-12:00** **Vendor Showcase: Fuel Efficiency / Management Solutions** 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, 2020 outlook. Vendors presenting include: 1. Honeywell 4. OpenAirlines 2. Safety Line 5. AvioBook 3. Boeing

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11:45-12:15	**MRO Case Study – FL Technics: Implementing Next Generation Mechanics Training using Virtual Reality (VR)** 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. **Ramunas Paškevičius,** Head of IT and Innovations, FL Technics	12:00-12:45 **Vendor Showcase: Flight Ops Solutions and Electronic Flight Bag (EFB) – Part 1** 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, 2020 outlook, new customers. Vendors presenting include: 1. Gigsky 2. AVTECH 3. PIVOT 4. Web Manuals
12:15-12:45	**Digital Aircraft Maintenance Keynote:** **The IATA's Digital Aircraft Operations Initiative.** IATA provides an update to the initiative promoting digital aircraft maintenance. The presentation topics such as: implementation of eLogbook among airlines; work with ATA on XML standards for Maintenance Programs, Allowable Configuration; Aircraft Health Monitoring initiative; Avionics Software Reliability, create best practices for Aircraft Leasing, LLP traceability; new product "MRO Hub" and more… **Iryna Khomenko, Manager,** Operational Efficiency, IATA SFO, IATA	
12:45-14:00	**LUNCH – SOFTWARE DEMONSTRATIONS**	

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🛠 **MRO / M&E IT TRACK** – (Main conference room)	✈ **FLIGHT OPERATIONS IT TRACK** – (Workshop / Showcase room)
14:00-15:15 **Panel Discussion - Predictive Maintenance and Big Data Analytics** 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? This panel discussion brings together OEMs, IT Vendors, Airlines and MRO Facilities to discuss key issues such as: • Real-life examples / case studies of airlines using data analytics applications and the benefits they are seeing. • The challenges airlines are facing in gaining the most value from big data / predictive systems. • A round-up of the latest analytics solutions on the market. • What can Big Data / Predictive Analytics do that M&E Systems and other IT systems are not doing? • What quantity of aircraft data is actually being downloaded from the aircraft or could be downloaded and subsequently processed by Big Data Systems? • What quantity of data or number of parameters can be analysed before it becomes uneconomic to cure / improve a particular problem? • What's next for Predictive Data Systems? Are next-generation systems coming to market in 2020? • Questions from the audience. Your change to ask the panel any burning questions you have via the conference App. Panellists include: **Allan Bachan (Moderator),** Vice President, ICF **Peter Feldman,** VP Business Development, EmpowerMX **Mathieu Boutinaud,** Digital Business Development Manager, Airbus Skywise **Josh Melin, Product Line Director,** Honeywell Forge Connected Maintenance **Ramunas Paškevičius,** Head of IT and Innovations, FL Technics **Travis Yost,** Managing Director Maintenance Operations, Allegiant Airlines	**14:00-15:30** **Vendor Showcase: Flight Ops Solutions and Electronic Flight Bag (EFB) – Part 2** 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, 2020 outlook, new customers. Vendors presenting include: 5. Comply365 6. Flygprestanda 7. Lufthansa Industry Solutions 8. Dextradata 9. Lufthansa Systems 10. eTT Aviation 11. NAVBLUE 12. Air Support 13. AVIOBOOK
15:15-16:15 **REFRESHMENT BREAK – SOFTWARE DEMONSTRATIONS**	
16:15-16:45 **Airline Case Study: USA Jet - The Challenges and Advantages of Implementing e-Signatures** In this case study USA Jet outlines its innovative e-Signature adoption project using its maintenance management system AMOS. Best practice advice for a successful implementation is detailed, such as: training, process revisions and risk mitigation. Now that the solution is live at the airline the advantages are outlined such as: cost benefits, and faster turnaround from sign-off to quality review all now performed within AMOS. **Pete Sasson,** Project Manager, USA Jet / Active Aero	

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16:45-17:15	**Case Study - US Air Force: Using AI in Air Force Sustainment Operations** This presentation will share the experience with AI analytics in military aircraft sustainment operations at Ogden Air Logistics Center (OO-ALC). USAF IT systems have been long collecting maintenance, aircraft configuration, and aircraft usage data. Including analysis of this data into daily decisions can greatly improve maintenance and logistics processes; an estimate was over $200M. Recognizing this opportunity prompted a series of USAF contracts in analytics technology to address the OO-ALC user needs. The goal was an automated AI application allowing USAF data analysts to focus on results instead of production and to support data driven decisions that improve the ability to generate and regenerate missions. We will talk about the AI for maintenance demand (failures and removals) driven by aircraft usage – a domain of reliability analysis. No existing solution was found to provide fully automated analysis not requiring engineering labor, yet explainable to reliability engineers. The developed AI application is called Reliability Digital Twin (RDT) and works with existing data. The custom AI/ML methods work with data sets that are often smaller than necessary for ML library functions. RDT functions include failure rate curve characterization (e.g., a bathtub curve), predictive trending of fleet reliability, bad actor parts detection, bad actor hosts detection, subpopulation analysis, No Fault Found (NFF) removal characterization, and more. These functions support improved test/repair effectiveness, identification of emerging failure modes, and feedback for bad actor remediation efforts. Consistent data analysis results available across the enterprise from the point of maintenance to system engineering. This presentation will also discuss some software and IT topics. One, is Analytics Engine operationally deployed with automated reporting app, early in the software cycle. Another, is RDT microservice architecture and its integration with BI tools and host IT system. Yet another topic is simulation-based verification of the AI application more typical for flight software processes than for a cloud app lifecycle. **Louis Hogge,** Engineering Flight Chief, USAF AFMC 416 SCMS **Dimitry Gorinevsky,** CEO, Mitek Analytics	16:15-17:00 **Vendor Showcase: Flight Ops Solutions and Electronic Flight Bag (EFB) – Part 3** 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: 14. Boeing 15. Orlando Suite for TechPubs 16. Yonder 17. Vistair 18. Smart4Aviation 19. Collins Aerospace

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17:15-17:45	**Latest Innovations - The Digital Twin in an MRO world: Why location is important** Today it is possible to build a Digital Twin that reflects exactly your business requirements. Ubisense have enabled MRO companies to see real time how their facilities are performing by tracking tools, tasks, material and work orders. Using this technology enables existing ERP, MES or MRO solutions to directly control and interact with activities on the hangar floor ensuring maximum efficiency is achieved throughout the MRO process. Customer case studies will be discussed to demonstrate the benefit a Digital Twin program can realise. **Dr. Hugh Revie,** Sales Director, Ubisense	
18:00-20:00	**COCKTAIL RECEPTION SPONSORED BY RUSADA**	

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DAY TWO – THURSDAY 12th MARCH 2020

08:00-09:00	BREAKFAST – DELEGATE REGISTRATION – SOFTWARE DEMONSTRATIONS	
	✈ FLIGHT OPERATIONS IT TRACK – (Main conference room)	🛠 MRO / M&E IT TRACK – (Workshop / Showcase room)
09:00-09:30	**Oliver Wyman 2020 Flight Operations Brief: Technology's role in solving the pilot dilemma** Flight Operations costs are spiraling upward faster than airline revenue and inflation. While pilots and flight operations executives may disagree on whether this is a positive or negative trend, one thing is certain: the industry must adapt. As part of this year's Oliver Wyman Flight Operations Brief, we asked Flight Operations leaders around the world how they view rising costs and other mega-disruptors. Come learn what Flight Operations leaders are doing to combat the upward cost spiral, including: investing in technology, enhancing flight operations efficiency, better coordinating with other airline departments, and fostering pilot engagement. **Jeff Green,** Consulting Engagement Manager, Oliver Wyman	**09:00-10:30 MRO/M&E IT Vendor Showcase – Part 1** Your chance to meet with the major end-to-end MRO/M&E and Technical Document Management Vendors on the market. Each Vendor will have the floor for 7 minutes to showcase their: MRO/M&E IT product overview, new customers, latest developments, 2020 outlook, product roadmap. Vendors presenting include: 1. Honeywell 2. TRAX 3. Seabury Solutions 4. Aerostrat 5. EmpowerMX 6. Ubisense 7. Aerosoft Systems 8. CaseBank Technologies 9. Novulo 10. OMEGA
09:30-10:00	**Airline Case Study: Edelweiss Air - The Digitization of EFB, Flight Operations Manuals and Regulatory Compliance** In this case study Edelweiss Air 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 will receive fully revised flight manuals and documentation and enabling them to find fast the information they require when the time is a constraint. **Bruno Speck,** Head of Operations Support, Edelweiss Air	

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	✈ **FLIGHT OPERATIONS IT TRACK** – (Main conference room)	🛠 **MRO / M&E IT TRACK** – (Workshop / Showcase room)
10:00-10:30	**Airline Case Study: Norwegian - Leveraging a Flight Cruise Profile Optimizer Solution** This case study outlines Norwegian's use of the new Cruise Profile Optimizer from AVTECH which provides pilots with vertical flight path optimization in-flight, resulting in significant fuel and time savings per flight. The solution has been developed to utilize existing aircraft hardware and data communications, requiring no new aircraft hardware or software investments, and delivers the key profile data to the pilots in the flight deck via an EFB device, a cockpit printer or display. During the presentation Norwegian will outline the solution's key features and benefits and it will be explain how the Cruise Profile Optimizer retrieves real-time flight plan and aircraft performance data (cost index, weight, etc), and the most accurate and advanced wind and temperature data from the Met Office 10k global weather forecast solution to provide pilots with real-time in-flight decision support to select a cost-optimal flight path. **Stig Patey,** Captain B737 / Manager Fuel Savings, Norwegian	
10:30-11:15	**REFRESHMENT BREAK – SOFTWARE DEMONSTRATIONS**	
11:15-11:45	**New Technology Keynote: How can an IOC use operational data to better forecast disruption and deliver a more reliable schedule?** In this presentation ICF outline the challenges airlines are faced when optimizing schedules and how IOC can better leverage operational data to: build a more resilient schedule to begin with; optimize block buffer; optimize turn-times and use CDM correctly; be able to anticipate rather than react to disruption; understand EU361 costs. **Alvaro Ponte,** Data Scientist, ICF	11:15-12:45 **MRO/M&E IT Vendor Showcase – Part 2** Your chance to meet with the major end-to-end MRO/M&E and Technical Document Management Vendors on the market. Each Vendor will have the floor for 7 minutes to showcase their: MRO/M&E IT product overview, new customers, latest developments, 2020 outlook, product roadmap. Vendors presenting include: 11. Swiss AviationSoftware 12. Ramco 13. IFS 14. Rusada 15. Commsoft 16. Airbus 17. Collinear Group

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	✈ FLIGHT OPERATIONS IT TRACK – (Main conference room)	🛠 MRO / M&E IT TRACK – (Workshop / Showcase room)
11:45-12:15	**Airline Case Study: Empire Airlines – Sophisticated Tools to Automate Flight and Crew Management** Operating an airline safely and efficiently under multiple rulesets such as FAR 117, 135 and 121 Supplemental requires modern, sophisticated tools. In this case study Empire Airlines outlines its use of a modern automated system to manage complicated scheduling and tracking qualifications, currencies, flight time, duty time and rest. The case study will showcase how the tool provides tight integration between flight/fleet management, crew/flight ops, flight planning, maintenance, inventory and accounting to reduce cost and duplication errors. **Melanie Ellingson,** IT Director, Empire Airlines **Dan Perich,** Flight Dispatch / Crew Scheduling Manager	
12:15-12:45	**Airline Case Study: Aerolineas Argentinas – How to empower a fuel efficiency program through data analysis and pilots engagement** In this case study Aerolineas Argentinas 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. As you will see the airline has also adopted an iPad App allowing pilots to analyse their own fuel efficiency performance, enhancing pilot engagement in the different fuel saving initiatives. **Bruno Pastrán,** Fuel Efficiency Program Manager, Aerolineas Argentinas	
12:45-14:00	**LUNCH – SOFTWARE DEMONSTRATIONS**	
Prize Draw Session Win an iPad	**Prize Draw Session Win an iPad** **Business cards will be collected at the beginning of this session. The prize draw will be made at the end of the second presentation.** **You have to be in the room to win the iPad – Good luck!**	

AIRCRAFT COMMERCE 2020

CONFERENCE AGENDA OF PRESENTATIONS

**AIRLINE & AEROSPACE MRO &
OPERATIONS IT CONFERENCE Americas**
11th & 12th March 2020
Hilton Miami Downtown Hotel, Miami, USA

	✈ **FLIGHT OPERATIONS IT TRACK** – (Main conference room)
14:00-14:30	**Airline Case Study: Lufthansa CityLine – Take your Documentation to the next level – supporting pilots with intelligent information in crucial situations** Today's documentation consists of millions units of information. During emergency situations, pilots must be able to quickly respond and make safety-critical decisions based on all information provided. These decisions can only be as good as the base of the information. The aim: Display relevant information before the pilot even is aware that the information is needed. In addition to the safety aspects, however, the time and thus the cost savings in everyday life plays a role. In these cases, intelligent information can play an important role in the future. But what is intelligent information? What approaches are there to bring these to the pilots? And what are the requirements? **Dominik Weber,** Team Lead Flight Operations Support, Lufthansa CityLine **Felix Behrendt,** Project Manager & Consultant, Lufthansa Industry Solutions
14:30-15:00	**How to use real-world operational data to benchmark performance, such payload-range and fuel burn** In 2020, Aircraft Commerce will launch a new digital resource platform for the industry: Aircraft Analytics. This presentation highlights the performance tools available which allow users to leverage real-world operational data to benchmark and compare aircraft performance such as payload-range and fuel burn. **Sander de Moor,** Director Aircraft Operations Performance & Efficiency, Aircraft Analytics
15:00-15:30	**REFRESHMENT BREAK – SOFTWARE DEMONSTRATIONS – CLOSE OF CONFERENCE**

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AIRLINE & AIRCRAFT OPERATORS BOOKING FORM

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A limited number of VIP delegate options available for airlines and aircraft operators.

DISCOUNTS
are available if you can only attend for just one day.

CONTACT US
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For our CANCELLATION & REFUND policy, please see our
Terms & Conditions at
https://www.aircraft-commerce.com/miami2020-terms/

By registering using this form, it is assumed that you accept these Terms & Conditions

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VIP OPTION 1

USD $495 – includes TWO nights of complimentary accommodation at the Hilton Miami Downtown Hotel (conference venue)

I wish to register: ☐ (number of delegates)   **TOTAL** $USD ☐

Please indicate which two nights you require: **10th March** ☐   **11th March** ☐   **12th March** ☐

Please contact Claire at claire@aircraft-commerce.com or Susie at susie@aircraft-commerce.com
if you require MORE than two nights of accommodation, or have any questions related to room booking.

VIP OPTION 2

USD $95 – delegate pass only – no accommodation included

I wish to register: ☐ (number of delegates)   **TOTAL** $USD ☐

Pre-conference

FREE Pre-conference Workshop   The pre-conference training workshop session takes place on the **10th March 2020**, from 14:00 – 17:00 at the conference venue. Workshop title – M&E / MRO Systems Adoption Masterclass Workshop.
Please register to attend

I wish to register: ☐ (number of delegates)

DELEGATE 1   Company: ....   Name: ....

Job Title: ....   Email: ....   Tel: ....

DELEGATE 2   Company: ....   Name: ....

Job Title: ....   Email: ....   Tel: ....

To register further delegates please complete and return an additional form.

☐ Invoice me   ☐ Visa   ☐ Mastercard

Address for invoice..

....

Company VAT No.
(EU companies only) ....

Cardholder's name ....

Card No: ☐☐☐☐ ☐☐☐☐ ☐☐☐☐ ☐☐☐☐

Expiry Date ☐☐☐   Security Code ☐☐☐

AIRCRAFT COMMERCE

THE WORLD'S LEADING AVIATION MRO & OPERATIONS IT CONFERENCE SERIES RETURNS TO THE APAC REGION FOR 2020

"An excellent event. It was fantastic to meet with people who are at different points in a M&E selection, implementation and online process. So much knowledge in one spot"
Transport Canada

"The value of this meeting was the focus and relevance of the topics to issue affecting commercial aviation at the present time"
US Airways

"Very good for networking and offers a broad prospective on the market. Flawlessly organised"
Boeing

"Excellent. I found the conference to be very informative and relevant. The contacts we've made will likely prove very useful in improving the operations of US Airways"
Operations Manager, LAN Airlines

"The fact that all the major MRO IT software companies have been gathered together helped a lot of airlines and MROs that are looking for new maintenance software. The quality and the content of the presentations surpassed my expectations"
TAM Brazilian 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

For further information contact Stephen Keeble – stephen@aircraft-commerce.com +44 1403 230 888