



Dear Readers,

we are very honoured as „Das Handelsblatt“ predicts HEITEC AG a bright future. This renowned newspaper ranks our parent company as „future world champion 2009“. One of the reasons is the ability of EMPIC to serve a niche of civil and military aviation authorities with a software solution. The number of EMPIC customers is continuously growing. Norway also decided to order the „Safety Oversight Management System“ EMPIC-EAP. EMPIC was the only provider in Europe who was able to offer the required specifications. But we will not rest upon the success of 2009. We have enhanced the software in a clearly visible way, but also made modifications on „the inside“.

Our motto for next year will be: „20-10“! We expect to have 20 customers in (20)10. EMPIC holds a lot in store for the future. We have recently appointed – in contradiction to the current economic situation – four new employees and have already agreed on four new employment contracts for 2010. Good news before the copy deadline of this newsletter – customer 14: The Latvian civil aviation agency decided to order all modules of EMPIC-EAP. Another milestone on the way to „20-10“.

Enjoy reading!

Jörg K. Kottenbrink
Managing Director EMPIC GmbH

Norwegian Aviation Authority orders EMPIC

Step-by-step Installation of Modules till the End of 2010



Looking forward to cooperate: Lars Holm (Deputy Project Manager and Senior Advisor), Knut Halden (IT Manager and Project Manager), Heine Richardsen (Director General Luftfartstilsynet), Norbert Quiering (Project Manager EMPIC) and Jörg Kottenbrink.

Another success for EMPIC: Luftfartstilsynet, the Norwegian civil aviation authority, based in Bodø, decided to order all modules of EMPIC-EAP. This means that EMPIC-EAP will generate and manage all future licenses of persons (pilots, mechanics, air-traffic controllers), all certificates and approvals of companies (airlines, maintenance organisations, flight schools, air-traffic control, maintenance schools, airports etc.). That is just a start: the software also takes care of flight simulators and all type certificates, airworthiness directives and board documents of fixed wing and rotary aircraft.

The Norwegian aviation authority will also implement the medical solution to perform fitness checks of pilots and air-traffic controllers. Luftfartstilsynet is already the 13th customer who decided to implement EMPIC-EAP. The authority was looking for a standard software, via a European tender, which covers all tasks and operational processes of such an organisation. They only received one offer which confirms



Shaking hands on the partnership: Heine Richardsen (left), Director General of the Norwegian Civil Aviation Authority Luftfartstilsynet und Jörg Kottenbrink, Managing Director of EMPIC.

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the position of EMPIC and its unique solution in Europe. EMPIC won the contract and will imple-

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ment the different modules step-by-step within the next months at Norwegian customer' site. The complete process will last until the end of 2010.

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Venice: User-Meeting „Medical“

The last user-meeting for the EMPIC-solution performing medical fitness checks of pilots and air-traffic controllers took place on the 17th and 18th of November in Italy.

Project Manager and Chief Medical Officers met there in order to set new priorities in cooperation with EMPIC for future developments of the software. First experiences with the recently released version 5.4 of the modules FCL-M / ATC-M were discussed.

Representatives from The Netherlands, Ireland, Sweden, Switzerland, Austria, Greece, Italy and Bosnia and Herzegovina participated. Special thanks go to Roland Roulin from Switzerland who led the meeting as speaker of the Medical User Group.

The next user-meeting for the medical modules FCL-M und ATC-M is scheduled for June 15 and



16, 2010 in Athens. For more information or to apply, please contact Mr. Jörg Kottenbrink, EMPIC Managing Director.

The user group „Medical“ in front of Saint Mark's Basilica in Venice (f.l.t.r.): Viangelo Hooi, Roland Roulin, Dr. Richard Söderberg, Adnan Hadzic, Håkan Bodvik, Dr. Fejsal Boric, Dr. Severin Muff, Dr. Corradino Menchella, Cecilia Lombardino, Johnny Killroy and partner, Francesco Appratto, Dr. Antonello Furia, Christian Zwerger, Dr. Annetje Roodenburg, Dr. Costas Kafkalides, Nora Katzenbeisser, Annemieke Elferrich, Dr. Gabor Hardicsay.

Speakers elected

A number of user-meetings for various EAP-modules took place in Erlangen from 21st until 31st of July such as OAS, Central (CM, SEC, QS), TC, AR, FCL, MPL und ANS. The speakers of the user groups moderated the meetings in which many representatives of the aviation authorities participated. We were able to welcome approximately 30 customers.



Newly elected Speakers: Harald Wöss, Bernhard Baur and Ulf Blomqvist (from left).

Further speakers were elected:
● TC: Bernhard Baur (FOCA), Bern.
● AR: Ulf Blomqvist (Transportstyrelsen), Norrköping.
● ANS: Harald Wöss (Austro Control), Vienna.
Many thanks to the speakers for

their enthusiasm and dedication. This will certainly improve cooperation between the users. You will find many requirements as outcome of the meetings as new or enhanced features in our 4.0 version.

Next User-Meetings

EMPIC invites you to our user-meetings in February 2010 for the EAP modules. The location will be Erlangen. National aviation authorities will exchange experiences with our software application and prioritise future developments.

Time schedule for different modules of EMPIC-EAP:

- 08.02.10: Central Modules (Customer Management, Query-Synthesizer und SECURITY)
- 09.02.10: MPL (Maintenance Personnel Licensing)
- 10.02.10: ANS (Air Navigation Services, including ATC)
- 11.02.10: FCL (Flight Crew Licensing)
- 12.02.10: FSTD (Flight Simulation Training Devices)

- 22.02.10: OAS (Organisation Approval and Surveillance)
- 23.02.10: OAS (Organisation Approval and Surveillance)
- 24.02.10: OAS (Organisation Approval and Surveillance)
- 25.02.10: TC (Type Certification) / AR (Aircraft Register)
- 26.02.10: AR (Aircraft Register)

These meetings are preparations for our next release: autumn 2010. Please send your application to Mr. Jörg Kottenbrink.

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EMPIC GmbH · Werner-von-Siemens-Str. 61 · 91052 Erlangen · Germany
www.empic.eu · joerg.kottenbrink@empic.de · Mobile: +49 172 – 66 00 824

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ISO 9001 Certificate for EMPIC GmbH

As part of the periodical audit at HEITEC AG, EMPIC was audited in compliance with ISO 9001 standard. Now EMPIC has its own certificate for quality management. This was necessary because EMPIC took over HEITEC Software Developers.

The board of EMPIC is very satisfied with the result and shows its interest

in quality assurance within the software development process. Jörg Kottenbrink is confident with this progress: „An example is the change control process, which we implemented as a Plan-Do-Check-Act-cycle in the past years. This cycle improved the software development process in partnership with our customers.“

Cooperation: The Way to Success

EMPIC is a member of the following organisations and participates actively in events.



An initiative of the Bavarian Ministry of Economy, Infrastructure, Traffic and Technology. Within the framework of the Bavarian cluster initiative, BICC-NET interconnects the information and communication technology sector in order to encourage and initiate new ideas, new expertise as well as to establish successful company start-ups. In doing so, BICC-NET provides support for medium-sized companies in the areas of innovation and productivity. EMPIC plays an active role with lectures, e.g. about the export strategy and our specific business model.

CEO: Robert Stabl, www.bicc-net.de



In 2006 the Bavarian state govern-

ment commissioned bavAIRia e.V. with the management of the aviation and aerospace cluster as well as the satellite navigation cluster. This request was made within the framework of the so-called cluster development: „Allianz Bayern Innovativ“. bavAIRia's goal is to pinpoint Bavarian expertise in aviation, aerospace and satellite navigation, to strengthen the connections between specialists and thus to preserve and intensify the global competitiveness of above-mentioned branches. The members of bavAIRia e.V. reflect the entire range of Bavaria's industry and research in all its diversity.

Dr. Martin Haunschild is Director of Executive Board
www.bavAIRia.net



Ghorfa is the Arabic-German Chamber of Commerce and Industry. The organisation informs its members regularly about general economic trends, sector specific developments, potential

business areas and investment opportunities within the 22 Arab countries which they take care of. Their motto is: „Information, Consulting, Networking“. The Arab culture is very strongly relationship-focused. First of all it is important to become familiar with your business partner before it comes to business. Because of that Ghorfa places a lot of emphasis on maintaining personal relationships and prefers organising meetings e.g. „The German-Arabic economic forum. President is Dr. Thomas Bach, Secretary General Abdulaziz Al-Mikhlaflafi.
www.ghorfa.de

Further cooperation exists with some of the 120 AHKs (Foreign Chamber of Commerce), which are represented in 80 countries, within various target markets of EMPIC. At the same time we cooperate with Bavarian representatives of the State Ministry for Economy, Infrastructure, Traffic and Technology which is represented in 19 regions. Additionally, a long-term cooperation exists with „Bayern International“, a company

of the State Government, which organises business delegations with and without political attendance.

In the future we will use all channels more intensively to push our global sales strategy. EMPIC is also looking for partners who are to represent our products in certain regions.



EMPIC will soon cooperate with airsight, a Berlin based company. airsight consults and trains airports, airlines, aviation authorities and international organisations. Safety Management will be the focus of our cooperation, so we can extend our solutions portfolio. The objective of our cooperation is to push ahead the connection between the industry and authorities to report safety information, such as safety reports, risks, non-conformities, corrective actions etc. It is our intention to sell each others' products and services.
www.airsight.de



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EMPIC GmbH · Werner-von-Siemens-Str. 61 · 91052 Erlangen · Germany
www.empic.eu · joerg.kottenbrink@empic.de · Mobile: +49 172 – 66 00 824

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New Version of EMPIC EAP

You will find many new features in the different modules. Based on our product plan, as a result of user meetings and our planning we implemented more than 400 "Engineering Change Requests". Customers use our Internet-based tool to manage all change requests.

Early December EMPIC released its new 4.0 version of EAP. Because of the conversion to EJB 3.0 Technology we increased the release number.

EMPIC is also automatically generating release notes and other documentation out of Change Control. The number of improvements is huge. We made many improve-

ments in the audit module and we completely revised the printing-engine. Users are now able to assign own document templates and define which content from the

system must appear in a printed document. In November we ran 5 beta-test cycles in which some customers participated. The new release was made available to all customers as part of their maintenance contract.



New Employees

EMPIC is expanding and in 2009 the following new colleagues joined our software development team: Bastian Berberich (l.), Stephan Berberich (r.), Torunn Volstad, (2.f.l.), Emil Taralov, (2.f.r.).

In 2010 another four employees will join EMPIC, more information to follow!

**US/EU Aviation
Safety-Congress
in New Orleans**



In 2010 EMPIC will attend the US / EU Aviation Safety Conference. The location of this event will be New Orleans from 8th until 10th of June.

**Regional Partner
wanted!**

To develop the global position of our business and software solution, EMPIC is looking for partners in various regions: (Asia, South-America and Africa). For more information, please contact CEO Mr. Jörg Kottenbrink.

*Merry Christmas and
our best wishes for 2010!*



We are proud of what we have achieved in cooperation with you in 2009 and would like to continue our partnership in 2010! EMPIC wishes all customers, partners, acquaintances and employees Merry Christmas and a Happy New Year!