

NEWS letter

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Dear Readers,

By the end of 2011 we will celebrate the tenth anniversary of EMPIC. Have we reached our goals already? No, we still have a long way to go! But quite a few milestones have been passed. And up to November 2011 a lot is bound to happen. We are looking forward to several years of work to gain more new customers, to get a foothold on new continents and to perfect our product. We are expanding the capacity of our product along with EASA expanding its area of responsibility, such as ATCO and Aerodromes. These issues are already incorporated in EMPIC-EAP®. At the moment we are working on the new module AIM and the module SL is being expanded to include risk-based oversight as a basis for OAS, FSTD and AR. Moreover, we are investing in issues such as portals, web client, web services, work lists and work flow in order to expand and optimise the application environment so the system will be better attuned to the needs and wishes of stake holders and delegates of authorities. We expect to reach a number of 40 expert employees very soon. A software crew competent in aviation regulations will be able to take care of an increasing base of customers. This is a key competence for which we as a software enterprise are being commended by our customers and we would like to express our thanks for the compliment. We make it our business to create synergies and foster good working relations between the countries who are already EMPIC customers. Looking at the next decade from this vantage point, the obvious conclusion is: EMPIC is a safe choice for your future. Wishing you a pleasant flight and all the best for 2011!

Jörg K. Kottenbrink
Managing Director EMPIC GmbH

Dutch Airforce and BCAA New EMPIC Customers

Introduction of All Modules Starting in August 2011



Signing the contract at the Prinses Juliana Barracks in The Hague: A.A. Nagtegaal (IVENT), Air Commodore C.J. Lorraine (Director Military Aviation Authority The Netherlands), Major General K.A. Gijsbers (Ministry of Defense, CIO) and Jörg Kottenbrink (CEO, EMPIC) (left to right).

At the end of last year, EMPIC GmbH managed to extend its customer base by two more authorities. The Military Aviation Authority of The Netherlands (MLA-NLD) purchased the complete EMPIC-EAP® package. The Belgian Aviation Authority also ordered the unique software developed in Erlangen.

Customers
Nr.16
Nr.17

Last October the contract detailing the introduction of all software modules

was concluded between IVENT, MLA and EMPIC in The Hague. IVENT is the IT service provider and integration partner for MLA-NLD. The Authority plans to introduce all personal licensing modules including the medical application,



Federal Public Service
Mobility and Transport
Civil Aviation Authority

the module for Organisation Approval and Surveillance, the technical modules and the central modules within the next months. The Belgian Civil Aviation Authority joined the ranks as EMPIC's 17th customer.

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In December 2010, Belgium's CAA purchased the medical module as a tool to check the medical fitness of pilots and air traffic controllers. The application will be introduced in the spring of 2011.

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New EASA-Regulations

Several new regulations issued by the European Aviation Safety Agency (EASA) will become effective as of 8 April 2012. Together with its customers EMPIC is monitoring those new developments and will adapt its product – as part of the maintenance contract – to EASA's new requirements. These issues were discussed during the EASA Conference on Authority Requirements (Part AR) and Organisation Requirements (Part OR) which took place in Cologne, Germany, in October 2010.

EMPIC sent five delegates to the conference who were the sole IT specialists among 300 participants. Once again, the wide range of applications offered and the solid base of customers proved to be EMPIC's assets. One of the future requirements is a medical certificate for cabin attendants.

As some of EMPIC's customers already need this kind of certificate, this function has been implemented in the software. Also, medical centres will have to be certified and audited in the near future.

To comply with this regulation, the Chief Medical Officer of an authority will be aided by the standard functionality provided in the module OAS.

EU/US Aviation Safety Conference

The EU/US Aviation Safety Conference is again scheduled and will be held in the Austrian capital Vienna from Tuesday, 14th to Thursday, 16th June of this year. EMPIC will attend the "Family Gathering of Aviation Safety Professionals" as usual.



EMPIC delegation of five specialists takes part in the European Aviation Safety Agency (EASA) Conference in Cologne, Germany.

New Developments in EMPIC-EAP®

EMPIC has begun to develop a new module for the administration of flight accidents and incidents (AIM). This software solution will interface with portals to enable input of information by external organisations. It is also planned to implement an interface with ECCAIRS to import data from ECCAIRS or export data to this system.

ECCAIRS is the acronym for European Coordination Centre for Accident and Incident Reporting System. Many authorities use ECCAIRS to rate information received from external persons / organisations according to a complex taxonomy system. The incidents are related to objects which are also managed in EAP, for example aircraft, maintenance organisations, aerodromes, and so on. Quite a few customers came up with the idea to create a comprehensive overview of this link in EAP. This overview will be provided by the new module AIM.

AIM will be connected to portals to enable external organisations to enter their reports. Those reports will then be passed on to EAP where the data is used to constitute cases which in turn will be transferred to ECCAIRS. The result of the

classification processed in ECCAIRS can be read and displayed by AIM. Using the Query Synthesizer module, the customers will be able to run queries which also use key data from ECCAIRS.

New Software-Services

The new version 4.2 released this spring offers some new software services for EAP. Newly available are for instance a web service (e.g. REST service) which allows integrating the flexible features of the Query Synthesizer module in other systems. Queries saved in the Query Synthesizer may be integrated in an authority portal via web service to enable online research. Another use case for web services developed by EMPIC is the automated query and import of data, e.g. to import and regularly update address data from a countries central person register.

Thirdly, web services may establish links to archive systems to archive data and to access EMPIC documents which have been archived from both systems (in EAP and in the archive system).

Future Developments

A very interesting addition to the software will be so-called "work lists" which will cover a range of requirements. For instance reminders and tasks to be done may be placed in a user's work list by the system. Another idea is to use a portal to place applications in a work list which can then be processed by a pool of users. At the same time, the head of the department can see the current workload for his employees and be sure that none of the applications can get lost. A work list may also be used for a guided work flow, e.g. to handle the release of documents.

Additionally, it may serve as a buffer for data, especially if the data is an input from a portal or third party. In this case, data will only be saved in EAP after it has been approved and released from the work list.

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The user meetings held at the EMPIC Headquarters in Erlangen during October and November of last year were exceptionally well attended and yielded positive feedback. Members of ten international aviation authorities attended the meetings. Within ten days, a total of 60 participants were guests at the University Town of Erlangen.



Positive Feedback from Customers

About 25 to 30 users per meeting engaged in an intensive exchange of experience with the EMPIC-EAP® modules. These discussions have proved invaluable, especially to prioritise

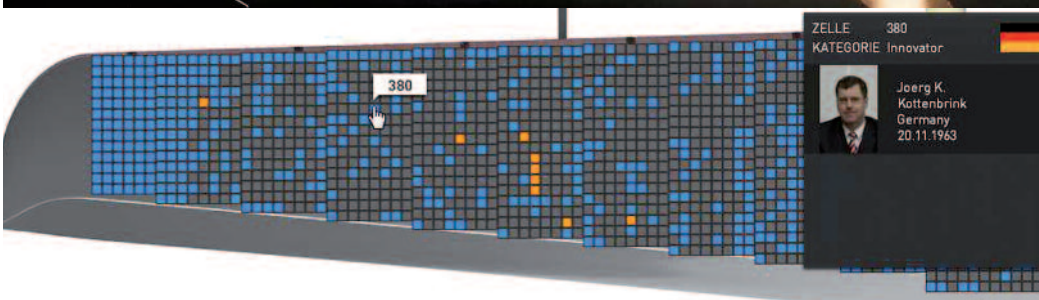
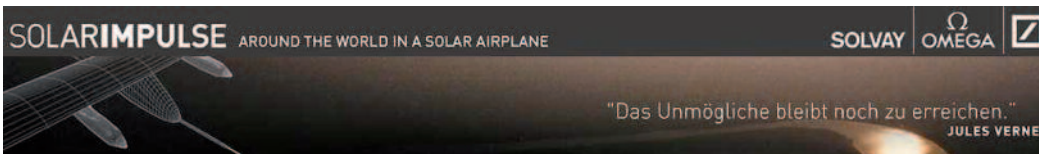
future developments and to focus on details. EMPIC would like to thank the speakers of the various user groups for their dedicated service. Speakers (in sequence of meetings): Gert



Weinmann, OAS; Bernhard Baur, TC; Ulf Blomqvist, AR; Harald Wöss, ANS; Alberto Anglade, MPL; Roland Roulin, FCL; Daniel Zingg, central modules; Johannes Hofmann and Volker

Raum (both EMPIC) for IT issues. After days fraught with discussion, the participants still took the opportunity for some networking while tasting the Bavarian beer and regional specialties.



User meeting „Medical“: The last meeting of medical specialists convened in the Greek capital Athens.



ZELLE 380
KATEGORIE Innovator 

Joerg K. Kottenbrink
Germany
20.11.1963

EMPIC Acts as Innovator

EMPIC is sponsoring the innovative project Solar Impulse (www.solarimpulse.com) by adopting the solar cell "380". The Solar Impulse aircraft registered as HB-SIA has successfully completed a night flight powered by solar energy and is committed to a world tour powered by solar energy as HB-SIB.

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EMPIC Medical Version 6.1

The beta phase for Release 6.1 will start in February 2011. The final version will be available after March 15, 2011.

The highlight of the medical software's new version is the new process workflow of the assessment. It enables the authority or the medical specialist to switch the status (fit, unfit, temporarily unfit) of a medical in a flexible way. A host of small changes have been accomplished which had been prioritised during the user meeting.

Staff wanted

EMPIC continues to grow. We are expecting additional customers shortly and seek to expand our work force. We offer a range of versatile and challenging jobs for software developers!

Upcoming User Meetings

During the year 2011 several user meetings have been scheduled for EMPIC-EAP® and the medical modules. EMPIC is pleased to welcome for the first time members of the MLA, Netherlands; BHDCA Bosnia and Herzegovina, as well as the CAA Belgium at the upcoming meetings.

User Meeting Medical in Naples (Italy)

The next medical user meeting for the modules FCL-M and ANS-M will convene on 8 and 9 March 2011 in Naples, Italy. The meeting is chaired by Roland Roulin.

Spring User Meeting in Erlangen (Germany):

09. May '11: Licence modules (ANS, MPL, FCL)
10. May '11: Central modules (CM, QM, SEC, ERP)
11. May '11: TC/AR (Type Certification, Aircraft Register)
12. May '11: SL and OAS (Surveillance Layer – also for AR – and Organisation Approval)



Taking their cue from the customer: During user meetings experts collaborate on the design of new modules and applications.

EMPIC-EAP® V 4.2 available soon

The beta phase for release 4.2 started at the end of January 2011. The final version will be available as of 7 March 2011.

The new features of version 4.2 are a surveillance layer in AR, server-based printing of complex reports on the basis of OpenOffice, an offline client for surveillance activities (audits) and a new rating system for certificates.

Newly available options are web services for the QuerySynthesizer, central registers, ERP interface and

DMS connection.

The relations between persons and organizations in the Customer Management module are now described in a way which allows to track the employment history of a person. This function allows to attach check lists to persons, e.g. to document the status of Form 4 Personnel. There is a

new XML export and import function (users) in the module Security and password handling has been improved.

In the module Organisation Approval and Surveillance the rating system has been completely overhauled so it is now able to support ATM services. It is now possible to issue suspensions for a complete certificate or just part of a certificate (per rating).

Subcontractors can be audited in the context of a certificate and contract relations can be saved centrally in the Customer Management.

The new Planning Wizard facilitates the planning of follow-up audits using the data of previous audits (e.g. monitoring corrective actions). More transparent planning ensures that all monitoring tasks are covered.

Orders Taken

The various modules of EMPIC software enjoy increasing popularity:

- CAA Sweden orders further modules and services (MPL, web services for archiving and interfacing the national registry of residents and the enterprise resource planning system)
- FOCA of Switzerland orders the web service for the QuerySynthesizer
- CAA Norway orders the new module AIM

13. May '11: OAS (Organisation Approval and Surveillance)

The spring user meeting is an occasion to discuss first experiences with EAP V4.2 and to prioritise short-term requirements for the service release of the various modules.

Autumn User Meeting in Erlangen

24. October '11: OAS / SL (Organisation Approval and Surveillance Layer)
25. October '11: OAS / SL (Organisation Approval and Surveillance Layer)
26. October '11: OAS / SL (Organisation Approval and Surveil-

lance Layer) – occasion to discuss FSTD, FS, AD

27. October '11: TC (Type Certification) / AR (Aircraft Register)

28. October '11: AR (Aircraft Register)

07. November '11: ANS (Air Navigation Services)

08. November '11: MPL (Maintenance Personnel Licensing)

09. November '11: FCL (Flight Crew Licensing)

10. November '11: Central modules (CM, QS, SEC, ERP)

The autumn user meetings are held in preparation of the Feature Release V4.4 in January 2013. A number of topics will also be discussed in separate meetings which will be published on our website as soon as scheduled.

For questions, enrolment and organisation please contact Ferry Jansen.