



 **CrossConsense<sup>®</sup>**  
*...makes sense!*

# Welcome to CrossConsense

We live, think and  
breathe aviation.

CrossConsense was founded 2002. It is run by 30+ well trained, highly skilled, experienced and extraordinary motivated team workers.

We aim to offer our business partners from the aviation industry the best services they can get on the basis of a sound knowledge in the areas of maintenance, engineering and logistics. We think IT from a user perspective – we are not just IT freaks! This influences a lot our products and services and this also distinguishes us from other companies in this market segment.

The results are One-Stop solutions which fit exactly into the fast moving world of aviation.



- + Professional competence and technical expertise
- + Expert and process knowledge
- + Good telephone availability and fast response time
- + Reliability and consistency
- + Healthy mixture of young university graduates and experienced employees
- + ISO 9001 certification

# AMOS Support

CrossConsense offers high level support for AMOS with more than 20 years of experience.



AMOS is the leading software for aviation maintenance management (MRO software). We at CrossConsense assist the aviation industry to use and apply this comprehensive software solution for maintenance, engineering (M&E) and logistics needs. You have one single point of contact (no separated responsibilities for hardware, database or application support) for 1st and 2nd level. Our AMOS Support provides fast resolution times including SWISS-AS cases (average 190 minutes). By answering more than 10,000 support requests per year we gained outstanding experience with AMOS.

- + Accumulated knowledge based on multiple client support
- + Accumulated experience based on multiple client support
- + We understand and speak the language of aviation.
- + Founded knowledge of the practical usage of AMOS in combination with IT
- + Neutral carrier availability within our server centre(s)

# Business Intelligence

CrossConsense offers you the entry into the world of reporting using highly sophisticated BI software.



We develop BI-Dashboards according to our customers' needs. The advantages of implementing dashboards are numerous: drill down to detailed data, extract data from AMOS and other sources, very visual, easy to grasp, highly condensed information, data-warehouse for history. We offer big screen solutions as well as solutions adapted to your needs.

CrossConsense also develops Management Dashboards for different stakeholders like aircraft maintenance, finance and shift planning. A further pillar of our portfolio is Reporting. We develop reports e.g. if you need to access data from third-party systems.

- +** Good reasons for implementing dashboards developed by CrossConsense:
  - Drill-down to detailed data
  - Very visual, easy to grasp
  - Highly condensed information
  
- +** Implementing Business Intelligence Solutions in order to
  - improve performance
  - improve efficiency
  - gain competitive advantage
  
- +** We build middleware between AMOS and other software solutions.

# Consulting

Our consultancy expertise comprises support in data migration projects, phasing in of new aircraft and many other subjects.



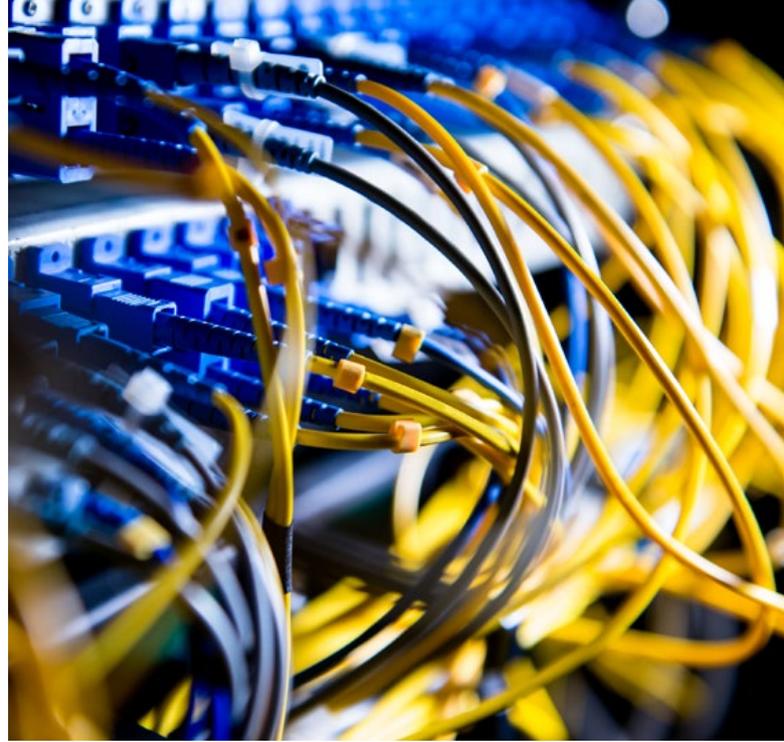
CrossConsense offers consulting services in various areas of aviation: Whether you want to migrate from an existing MRO system to AMOS or vice-versa, whether you are looking for a software-tool which gives you a quick overview over your fleet and many other subjects which come up in aviation. With our more than 25 years of experience we gained many insights in the aviation industry. Some reasons why an airline or a manager of an airline should engage CrossConsense as an external consultant are our expertise which we gained over years and our independency with regards to your problem.

- + **Expertise:** Long history of consulting projects
- + **Independency:** Bringing an independent perspective into your project.
- + **Increase in capacity** by relying on CrossConsense's consultants
- + **Real-world experience:** Process optimization workshops, audits of current processes and proposal for changes, change management from Airline based to MRO based system

# System Hosting

Lean back and relax while the most experienced AMOS infrastructure operation team takes care of your AMOS systems by hosting it.

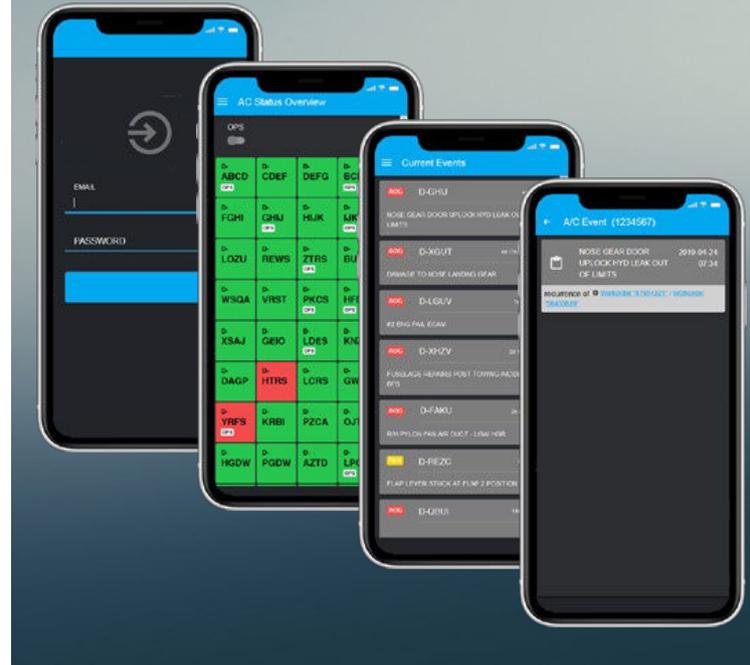
Expect nothing less than the most experienced application and infrastructure operating staff managing your MRO backend system environments. Our industry-leading Hosting and Application Operation services designed around customer's needs, comprises all work necessary to provide you a highly reliable and performing system as measured by our outstanding SLA's. Our application-driven hardware renewal policy frees you from the burden of wrong investments and guarantees cost control, risk management, and a future-proof, scalable platform for growth and innovation – you can concentrate on your core business.



- + Each part of redundant MRO back-end system production infrastructure hosted and operated in a separate building of the data center campus
- + Data center in our neighbourhood operates with one of the highest recognized EU security standards
- + Basic Connectivity Service is provided via a VPN network connection which is encrypted as per current VPN standards

# AIRCRAFT FLEET VIEW

*Aircraft Fleet View* developed by CrossConsense is a Progressive Web App that gives you an always up-to-date view on your airline's fleet status.



It indicates AOGs, delays and other important information. It provides the right level of detail to be useful but not crowded with information. Individual color-schemes in accordance with the corporate identity of your airline are, of course, possible.

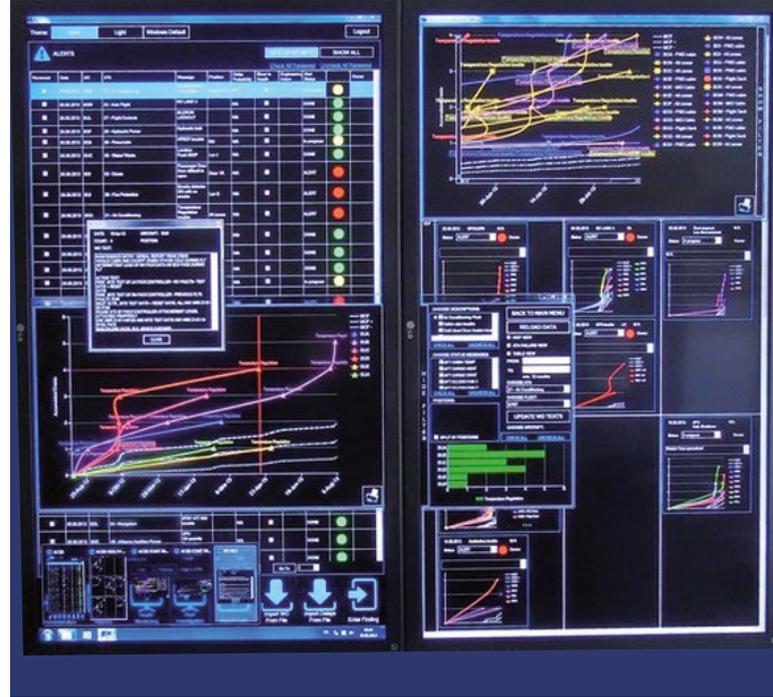
The *Aircraft Fleet View* app is meant for the management of an airline that wants to get a general overview over the status of their fleet. It can also be used by a pilot sitting in the hotel who just wants to have a look on the status of the aircraft he/she is going to fly next. The app is easy to use and can be used in addition to other paperless tools like EFB and ETL.

By selecting the relevant menu, you get more details on:

- + **A/C Status:** Every aircraft (or a defined range of fleet) is represented by a separate card. Different colors (configurable) show immediately which A/C are ok and which are facing a problem.
- + **W/O Status:** Shows all your A/C for which workorders are issued.
- + **Events:** Shows all your A/C which have e.g. an AOG. You can also define other events to be shown in this overview.

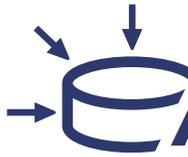
# ACSIS

ACSIS is an aircraft maintenance, troubleshooting and engineering tool of a new kind – predictive maintenance at its best.



ACSIS is a software for predictive and preventive maintenance and perfectly supports troubleshooters to detect current and predict future problems of aircraft regardless of whether they are in the office or working at home. ACSIS monitors all system defects in real-time and analyzes data from pilot and maintenance reports. All the data are processed into clear graphs so that problems can be identified at a glance. As soon as a problem is recurring, an automatic alert is sent to the responsible person, and he/she can immediately start to further analyze the problem. Following this, AOGs can be avoided because it is possible to visualize the AC / fleet status in one single diagram.

- + Unique visualization method shows the dynamic progress of aircraft systems' failures / events.
- + Alerting: new method that alerts about a specific problem of the fleet or a single aircraft.
- + Interface is touch optimized, Metro design in smartphone style for faster and intuitive entries and analysis
- + Intelligently designed to avoid huge integration projects.



# AviationDW

AviationDW is a managed data warehouse, tailor-made for use with your backend system, e.g. AMOS.

AviationDW greatly simplifies KPI creation based on MRO System data. To this end, AviationDW provides easy-to-understand database schemes allowing business end-users to explore data without implementing complex logic.

The application favors the use of existing in-house reporting and visualization tools. Simply connect to AviationDW with common solutions like Microsoft Power BI, Tableau, AWS QuickSight or other BI tools to directly benefit from existing knowledge and capabilities. AviationDW in collaboration with one of the aforementioned BI tools gives you the ability to visualize data in an interactive intuitive way to delve deeper into the data with a targeted approach.



- + Simplifies KPI creation based on MRO System data
- + Export is controlled by the user
- + Processing takes place in the cloud
- + Can be accessed by any BI tool
- + Visualize data in an interactive intuitive way
- + Prepare raw backend MRO system data for easy access

# DIN EN ISO 9001:2015

*In June 2021 CrossConsense has been successfully recertified by the TÜV in accordance with DIN EN ISO 9001:2015*

CrossConsense continues to uphold its high standard. In June 2021 we were successfully recertified by the TÜV. The consistent conformity and effectiveness of our Quality Management (QM) was again confirmed in all respects.

The decision to implement the ISO 9001 Quality Management System at CrossConsense was made more than 20 years ago. The team can be proud that since the implementation the standard has always been proven on a high level. Meeting the ISO 9001:2015 requirements and continuous improvement of the QM System compliant with the standards are some of the assumptions underlying CrossConsense's Quality Policy.



## Certification has been given for:

- + AMOS consulting
- + AMOS user support
- + Development of CROSSMOS
- + Customers can count on maximum reliability in combination with top quality and top performance.
- + Opportunities and risks are to be identified and analysed in shortest time.

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