

## VENDOR JOB CARD: CROSSCONSENSE

# Customer Support, Patrick Zita, share CrossConsense's commitment to customers that is at the core of their great service



After having completed a vocational training course as a Management Assistant in Informatics in Vienna, Patrick started his career at a low-cost carrier. There he worked in several departments, including in logistics and CAMO. Patrick has been working for CrossConsense for more than ten years. Having started with three colleagues in the Service department, now, as well as Patrick, there seven staff in that department who strive to meet customers' demands.

## **Aircraft IT: Your name, your job title and the name of the business?**

**Patrick Zita:** My name is Patrick Zita and I work as Customer Support at CrossConsense GmbH & Co. KG (a FLYHT company).

## **Aircraft IT: How did CrossConsense get started?**

**PZ:** CrossConsense was founded in 2002 by Udo Stapf, who — as a former aircraft mechanic and head of logistics at a couple of airlines — has always made sure that the company was deeply rooted in the field of aviation. CrossConsense has continuously developed from the first offering of a data migration service in the very beginning. Later, further services like consulting, AMOS support, hosting

services and business intelligence were added to the portfolio. During the last couple of years CrossConsense also started to develop its own products, such as Aircraft Fleet View and AviationDW. Since 2022, CrossConsense has been a part of FLYHT Aerospace Solutions Ltd.

## **Aircraft IT: What is the guiding business principle that drives CrossConsense?**

**PZ:** We think IT from a user perspective. Every time I receive a ticket or get a support phone call, I try to find out what the background of the problem is. I do not simply solve the problem for our customers but find a solution for them which they understand, which they

comprehend and that provides them the possibility to solve the problem on their own if it occurs again. The same is also true for our development business. We always develop our products together with the customer so that we cover all the issues which are important to them.

## **Aircraft IT: What has CrossConsense's greatest business achievement been to date, and why?**

**PZ:** The greatest business achievement is that all our customers are and always have been very satisfied with our work. In our yearly Service Review Meetings, the performance of our Service Department is always graded as good or even very good. We never lost a

customer because of bad performance from our side. I think the reason for that is mainly because of the stability and continuity in our team. I have been with CrossConsense for more than ten years and most of my colleagues have also worked here for a very long time. We see many fluctuations on our customers' side, but we have been the same people in the Service Department team for at least the last five years. So, we probably know the customer's systems better than they know them.

For me personally, another business achievement is the successful closure of every support enquiry. Our customers know that they can rely on us, that our working is agile, flexible and in collaboration with them.

**Aircraft IT: What have been your disappointments and what have you learned from them?**

**PZ:** I do not have a specific disappointment; I can only say that we learn from our mistakes. There are times when we do something that is not correct or does not lead to the desired solution. When that happens, we do not try to sweep the problem under the carpet but face any mistake proactively, contact the customer, discuss what went wrong and learn from it.

**Aircraft IT: In a sentence, how would you summarize what CrossConsense does for aircraft maintenance customers?**

**PZ:** We think outside of the box and offer 360-degree digital solutions

around AMOS support, hosting, data migration, app development and other products like AviationDW.

Software and MRO is only one part of the business: CrossConsense, as a subsidiary of FLYHT Aerospace Solutions Ltd., is also able to offer hardware solutions like AFIRS.

**Aircraft IT: What do you feel will be the next big thing in maintenance Aviation IT?**

**PZ:** Right now, every airline is running several projects to go digital. I think the next step will be to complete the huge milestone that all data is stored digitally. The big challenge will then be to provide tools to interpret this 'big data'. Together with FLYHT, we are perfectly prepared to be a global supplier in this market. What is also

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important is that protection of nature is not only taken into consideration while operating an aircraft, but the IT business also has to become more sustainable.

**Aircraft IT: What do you want your customers to say about CrossConsense?**

**PZ:** First of all, I want to say something

about our customers: ‘Thank you for your loyalty’. And I would be glad if our customers said that we are a big help for them, always available when they need us, competent, qualified, and that we always have time for a laugh and a joke.

**Aircraft IT: Patrick Zita, thank you for your time.**

