

VENDOR: CROSSCONSENSE

Jost Enke shares how CrossConsense's customer focused approach has made the business trusted partner with Airlines and MROs



Jost, a Senior Subject Matter Expert at CrossConsense, has over 20 years' experience in aviation IT, AMOS (MRO software suite from Swiss AviationSoftware) support, finance integration, reporting, and data migration. After studying computer science in Giessen and starting his aviation career at charter airline Aero Lloyd, he built a reputation for combining technical expertise with practical airline knowledge. Since joining CrossConsense in 2009, Jost has helped airlines worldwide optimize MRO systems, interfaces, cloud solutions, and aviation data workflows.

Aircraft IT: What was the origin of CrossConsense and what was its founding vision and mission?

Jost Enke: CrossConsense was founded in 2002 with a very practical idea: airlines and MRO organizations should not need three different suppliers just to solve one operational problem. The vision from day

one was to combine aviation know-how, AMOS expertise, IT consulting, hosting, reporting, support, and data migration into one reliable partner. In short: not just 'IT geeks,' but aviation specialists who actually understand the customer's daily business and can deliver a true one-stop-shop solution.

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

JE: Our guiding principle is simple: stay close to the customer and always remain practical. Aviation is a 24/7 business, so support must also feel human and available 24/7. We believe technology only creates value when it genuinely helps people work faster, safer, and smarter. That's why CrossConsense focuses on reliable partnerships, hands-on expertise, and solutions that work in the real world — not just in PowerPoint presentations.

Aircraft IT: What makes you proud of CrossConsense?

JE: What makes me proud is that CrossConsense has stayed a very friendly, down-to-earth team while building an

excellent reputation in the AMOS world. Many colleagues have worked together for years, and that creates a relaxed atmosphere without the politics and 'boxing matches' you sometimes see in larger companies. We may be a relatively small company, but we regularly compete with much bigger players — and customers still keep coming back to us.

Aircraft IT: How do you think aircraft MRO/M&E has changed since CrossConsense started and how has the business dealt with changes in the sector?

JE: In the early days, the business was very support-driven: fixing AMOS issues, building reports, helping customers install or customize systems. Over time, the industry became much more data-driven and cloud-oriented.

CrossConsense adapted by developing ETLB and data warehouse technologies, expanding into hosting, monitoring, and advanced data migration services. Today, complete MRO platforms run in the cloud, airlines manage far larger fleets, and projects have become much more complex. Sometimes a Teams meeting now replaces a twelve-hour travel day to a two-hour workshop in Barcelona — although airports still make you feel wonderfully important.

Aircraft IT: How do you see aircraft MRO/M&E changing in the next ten years and what will that mean for CrossConsense?

JE: Artificial Intelligence will have a major impact on the industry. AI may not replace mechanics tightening bolts anytime soon, but it will dramatically improve knowledge access and accelerate decision-making.

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CrossConsense already sees opportunities in AI-supported coding, automation, reporting, and data analysis. The challenge will be combining smart systems with real aviation experience and human judgment.

Aircraft IT: What do you see as the next opportunities in aircraft MRO/M&E and what might be the next risks or threats?

JE: The next opportunities lie in automation, robotics, AI-assisted maintenance, and streamlined workflows. Robots may eventually take over unpleasant inspection tasks such as working inside fuel tanks or

other confined aircraft areas. The risk, however, is relying too heavily on automation where human judgment still matters most. Aviation has always depended on experienced people making smart decisions under pressure.

Aircraft IT: In a sentence, how would you summarize what CrossConsense does for aircraft MRO/M&E customers today?

JE: CrossConsense provides airlines and MRO organizations with expert AMOS support, aviation IT solutions, and reliable 24/7 know-how — always with a real human

being ready to help when things become critical.

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

JE: “We are very satisfied with the performance of CrossConsense and cannot imagine a better aviation IT partner.” Or, even better: “Whenever we call CrossConsense, somebody answers — and somehow they already know the solution before we finish explaining the problem.”

Aircraft IT: Just, thank you for your time.



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