



DRESDEN AEROSPACE
AG

Customer Support & Services



OUR PROPOSAL

DRESDEN AEROSPACE AG is pleased to propose a cooperation on Customer Support & Services.

The services may include at least but are not limited to

- Presentation / lecture on history and current trends in After-Sales Services
- Investigation / analysis of product specific requirements
- Analysis of potential customer needs
- Proposal on content and implementation scenarios for Customer Support & Services
- Support on creation and operation of a European representation or service center

The cooperation may be based on various scenarios, such as

- Consulting agreements
- Service agreements
- Work package agreements
- Others

Dresden Aerospace is quite flexible to find an adequate contractual approach depending on the range of required services.



DEVELOPMENT OF CUSTOMER SUPPORT & SERVICES

Product Support

was mainly technical support for the aircraft, not specified to individual customers

Customer Support

brought the focus to the customer and provided enhanced technical support, but with a limited number of services

Customer Support & Services

bring additionally a more diverse landscape of services for different customers, but are also profit driven.

Customer Support and Services in aviation have come a long way from days, when first aircraft were delivered to customers. New regulations, wider customer expectations and development of communication means challenged the support & services content considerably. For setting up an adequate service level it is important to understand the history and trends of this business as well. Connectivity, digital product analytics, online applications and eServices become an integral part of state of the art business.



MARKET DRIVEN AMBITIONS FOR CUSTOMER SUPPORT & SERVICES



- Different customers with different requirements
- Performance and services tailored to special needs
- Market requests for 'All in One' services
- Integration of Maintenance with Material Services
- eSolutions/Services & Digitalization
- Digitalization of Maintenance Ops & Health Monitoring
- Flight Operations & Air Traffic Management
- Digital Flight Operation
- New Trainings Concepts

 **KEEPING STRONG CUSTOMER RELATIONSHIP**

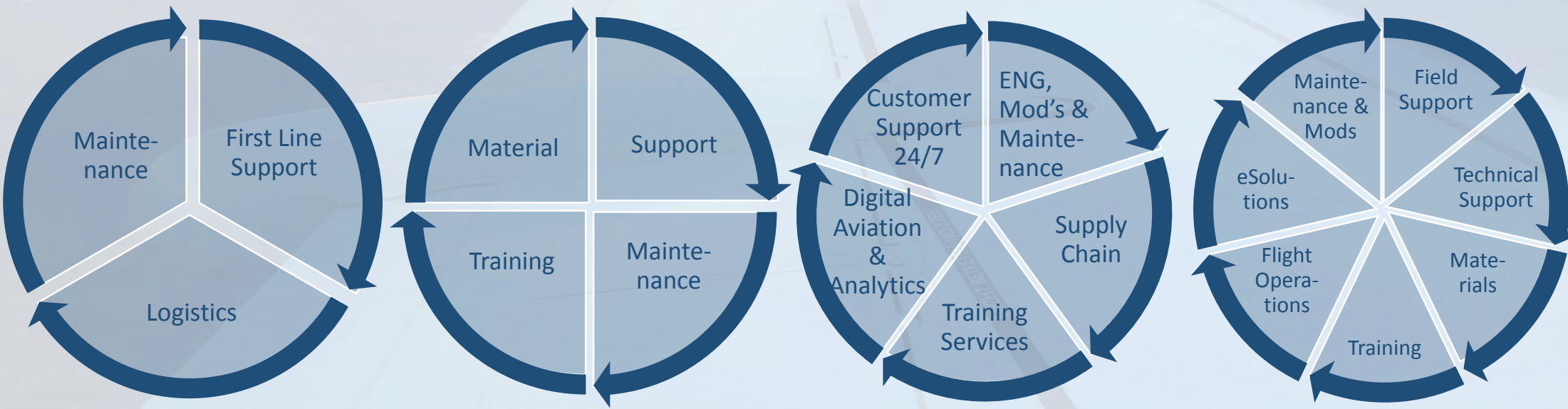


CUSTOMER SUPPORT & SERVICES ORGANIZATION

Excellence in Customer Support is an integral part of a delivered aircraft. Maximum flight safety with highest operational availability at reasonable economic expenses are fundamental objectives of Customer Service.

Any service shall add value to the customer operations and lead to a reasonable turnover for provided services.

A Customer Support & Services organization may be structured differently, the customer expectations remain state of the art. Latest trends and possibilities of digitalization shall be also taken into account.





MAIN PILLARS IN CUSTOMER SUPPORT & SERVICES

4 operating units of expertise aligned with airlines process



Engineering & Maintenance



Material & Logistics

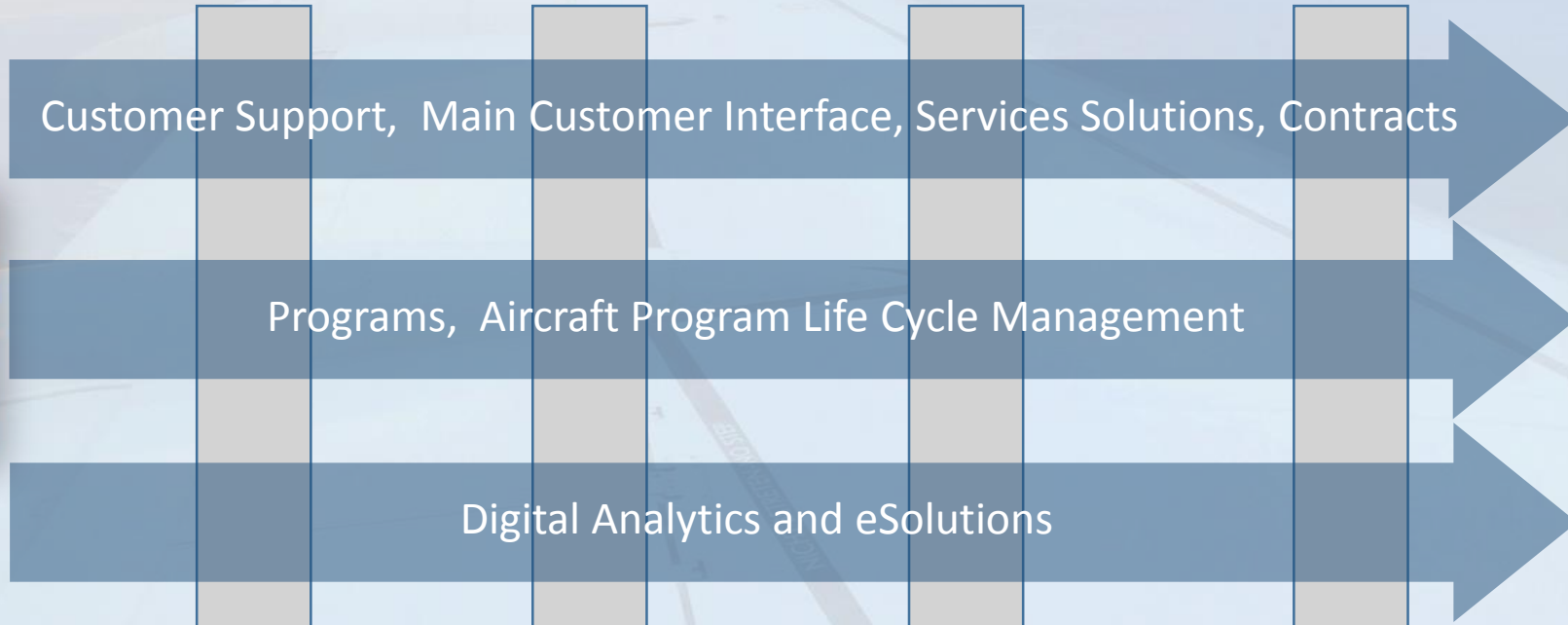


Training & Flight Ops



Services & Upgrades

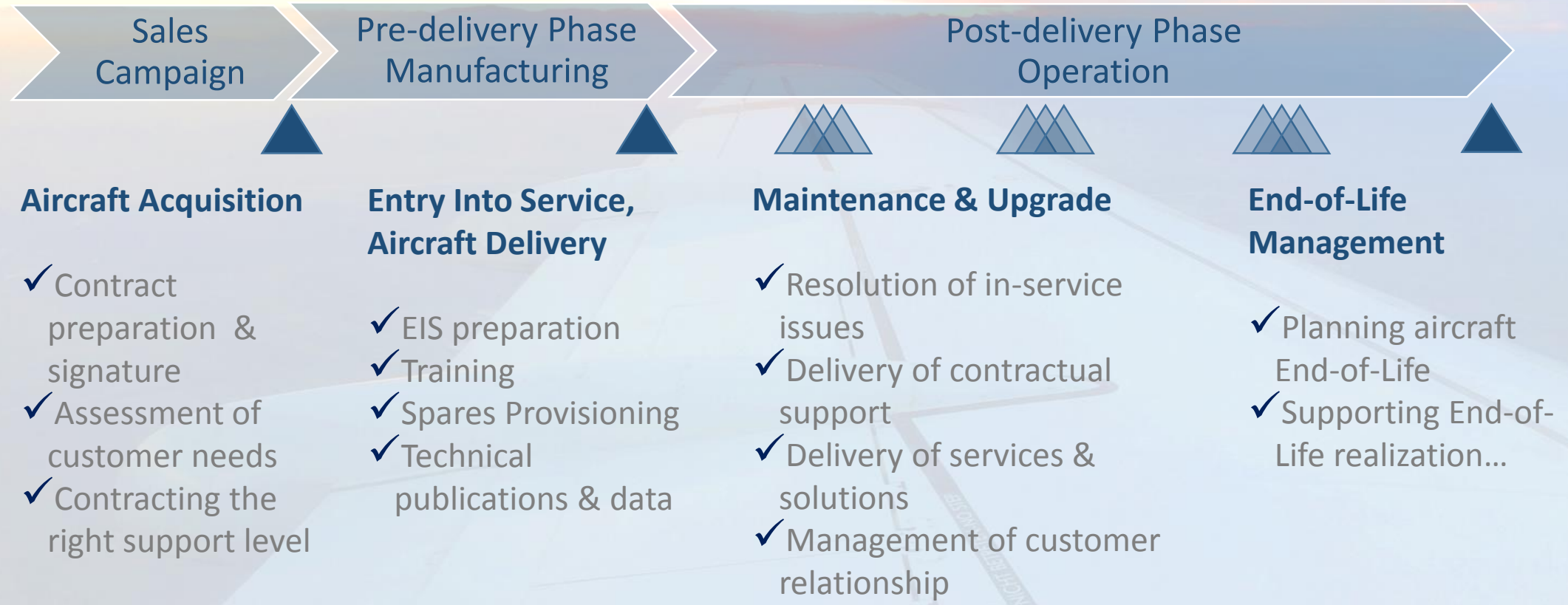
3 operating units for transversal activities





CUSTOMER SUPPORT & SERVICES LIFE CYCLE

The Customer Support & Services activities start long before entry into service with deep understanding of customer operations, leads to tailored definitions of customer needs and finishes with EOL-Management:



Thank You for Your Attention!

www.dresden-aerospace.com

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