

# Covid-19 Aircraft IT MRO and Flight Ops Technology Feature & Questionnaire:

## Section 1: How are you assisting your customers during the COVID-19 crisis?

Through our global network of offices, we have been able to provide 24/7 support to all our customers worldwide. Increased training of the system has also been offered remotely to our customers who have required it.

Additional tools and applications have been requested by our customers throughout this time such as the Operational Oversight Optimisation Tool and MRO Customer App. Shorter implementations, training & support have all been provided remotely, so we can enable our customers to maintain managing their operations efficiently.

Using Alkym, airlines & MROs now have the ability to create evaluation programmes to assess their employees for fitness to work during the Covid -19 pandemic. Examination checklists can be configured and performed for each employee. Results can be recorded and subsequent follow-up actions can be prescribed.

Companies have the ability to create evaluation programmes to assess their employees for fitness to work during the current Covid19 pandemic. Examination checklists can be configured and performed for each employee. Results can be recorded and subsequent follow-up actions can be prescribed.

Number	Question	Result	Remarks
1	How old are you?	55:00	
2	What is your current living situation?	Living in shared accommodation (incl...	
3	At least once a week, do you privately care for people with age-related con...	Yes	Care services or support that you provi...
4	Do you work in one of the following areas?	None of the above	
5	Do you smoke?	Yes	
6	Are you pregnant?	No	
7	Have you had close contact with a confirmed case?/Close contact with a co...	No	
8	Have you had a fever (over 38 DEGS C) in the past 24 hours?	No	
9	Have you had a fever (over 38 DEGS C) in the past 4 days?	No	
10	In the past 24 hours, have you had chills?	No	
11	Have you experienced any of the following symptoms in the past 24 hours?...	No	The question relates to acute or esce...
12	In the past 24 hours, have you had a persistent cough?	No	The question relates to cold symptoms...

Figure 1 – Employee Evaluation Checklist

Following successful completion of the Covid – 19 evaluation, each employee can have a special authorisation attached, to their employee record. The user can then use reports/queries to obtain lists of employees who have successfully passed the evaluation.

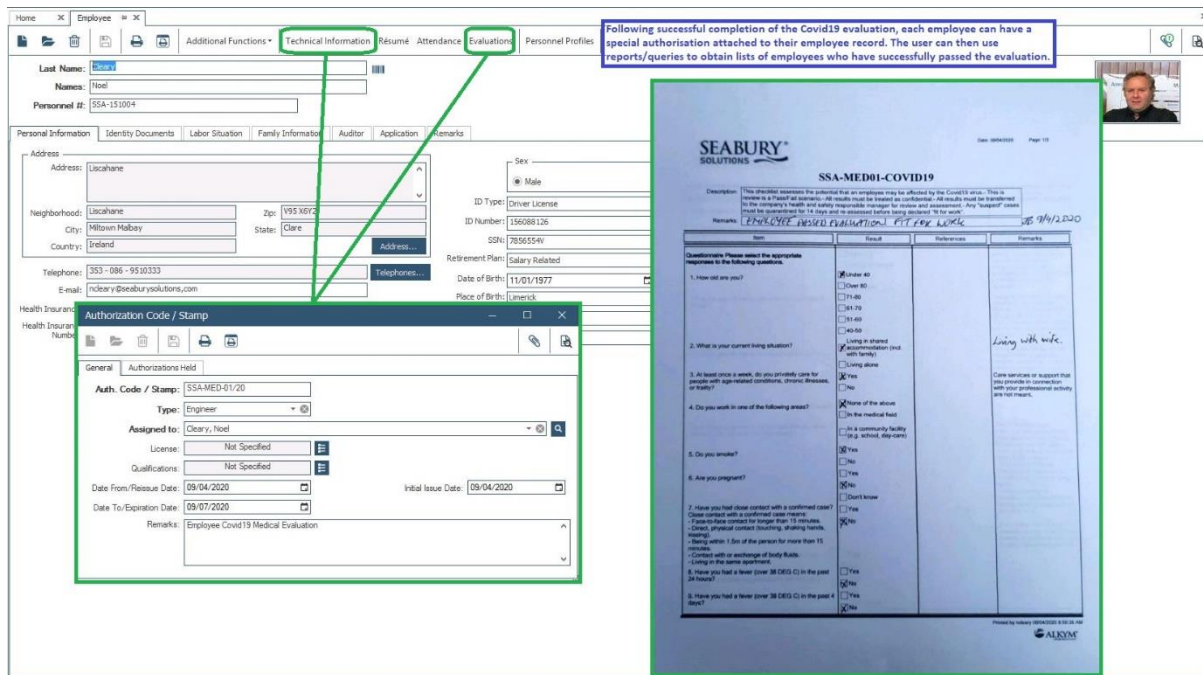


Figure 2 – Employee Authorisation

## Section 2: How are your solutions being used during the Covid crisis and how have you adapted to the situation?

(The results for this section will be anonymized so we can get a clear picture of the Covid impact to the technology sector of aviation)

1	<b>Have you seen increased or reduced usage of your software during the pandemic? Please provide a percentage figure.</b>
Answer	Historic Levels with an exception of a 25% increase on our charter customer
2	<b>Which modules or aspects of your software applications are being most used during this particular period (<i>consider the last 2 months</i>)?</b>
Answer	Mobile Maintenance App, Operational Oversight Tool,
3	<b>Which of your services are in more demand during this period? Data management, bug fixes, training, system configuration, other (<i>please specify</i>)?</b>
Answer	Data Management, Training and System Configuration
4	<b>How has the Covid-19 experience altered your product plan? Consider the next 3 years which all sources indicate will be challenging for commercial aviation</b>
Answer	We are keeping the same product plan to be reviewed in November this year
5	<b>Most businesses globally have announced some reduction in staffing and size. Are you seeing the same in the software space? Is your company making any adjustments?</b>
Answer	The majority of our teams have been working from home where possible and required. We have not reduced our staff at present.
6	<b>Please share with us any additional thoughts you have regarding the use of your solutions at this time.</b>
	Being a Multiproduct company, it has given a level of flexibility that allowed us to diversify and adapt where needed.

**Section 3: What will be the future for the aviation technology sector following the Covid crisis?**

1	<b>Will technology need to adapt to meet a new industry post-Covid? For example, do you think touchless interfaces, such as voice interactive functions, will be a focus moving forward?</b>
Answer	We believe the technology will move forward in all of the aspects related to mobility where the user interaction with the device is personal and not shared, where the location you are is not relevant to your work, where process automation it is crucial to avoid back office work.
2	<b>It is said that this era is an opportunity to accelerate digital transformations rather than slow them down. Do you share that sentiment? Why?</b>
Answer	The only way to produce changes in such a short notice as we've experienced during this Covid-19 is when all the data is digitally available , processes are digitalized and management understands the value of the availability of data in a digital format to produce significant changes in order to diversify the source of income. Having highly configurable solutions as the ones Seabury Solutions has been developing, empowers users to identify themselves as game changers.
3	<b>We are all operating in a somewhat virtual world today. General consensus is that some of this will be normalized and is here to stay. What would you say are the virtual tools in your software or processes and do you think these will be more widely used once the industry emerges from the crisis? For example: collaboration, technical support, training, handovers, etc.</b>
Answer	-Online Training -Remote Mixed Teams Implementation Projects -Mobile Maintenance Applications -MRO Customer Management Applications -Online Chat with Experts -RPA -Data Analytics consultancy
4	<b>Do you believe that there will now be faster adoption of paperless, e-signatures, and other digital methods for execution? If so, please explain why.</b>
Answer	Yes we do, and we believe it will move faster especially in government owned organizations. This is down to the efficiency of digital tools and the less demand it puts on staff to be in close proximity to one another to complete certain tasks that can be done remotely.
5	<b>Do you believe that business analytics, machine learning and artificial intelligence tools will become more pressing and prevalent? If so, please explain why</b>
Answer	In the field of aircraft maintenance education, interest in augmented reality and virtual reality is growing. This technology allows trainees to participate more actively in training and to better understand how the aircraft system works, which makes it easier to apply the training to the field. However, in order to apply virtual reality and augmented reality technologies to the field of aviation maintenance, it is necessary to research restrictions and accreditation related to certification and regulation.

	<b>Please share with us any additional thoughts on the post-Covid aviation technology landscape and how your solutions can assist your customers and future customers.</b>
Answer	Our Multi product suite highly configurable to adapt to the needs of more and more independent end users is how we better assist our customers.