

Inside Job

HAECO completes cabin refurb on Aeroflot Boeing 777s

Middle East

In the spotlight, Abdul Khaliq Saeed, CEO,Etihad Engineering

GAMECO

Opening the next phase of MRO expansion in China





What attracted you to this industry?

It was really happenstance for me. I have 20 years' experience in the software business with both an executive management and consulting background and worked within several industry verticals. I was originally brought on in 2017 in a consulting capacity to look at how to continue to expand and grow Component Control (Quantum-ERP). I am enjoying the industry and the opportunity to drive innovation with an industry leading aftermarket aviation ERP solution.

What does a typical day involve in your role?

My role in the company is customer

facing. My typical day includes working with customers, my team, and with internal stakeholders. I am a customer advocate that looks to create opportunities for the company to expand our commercial business.

Are you seeing much recovery in the market for integrated MRO software services?

The market is growing for us but not in the typical way. We are seeing customer expansion both organically and through acquisition. Our growth is typically on new logos, where we add on average, 100 new customers per year. 2020 was below average in new logos but the company still grew at double digit rates.

Q&A

In the hot seat...

Daniel Tautges
Senior Vice President,
Component Control

Briefly, tell us how Quantum-ERP benefits the aviation aftermarket?

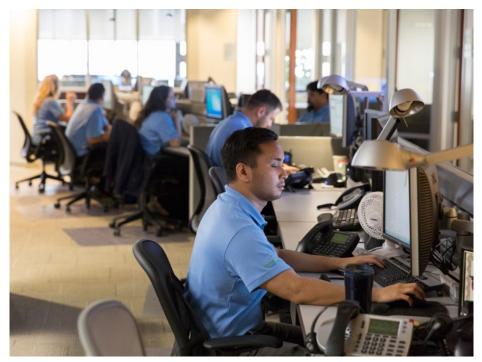
Quantum-ERP is the leader in aftermarket aviation for MRO, distribution, and aircraft services. Some 1,700 customers leverage Quantum to reduce risk though controlled and documented compliance, improve profitability by reduction in labour through automated work processes, and improve profitability through integration to marketplaces, partners, and quoting intelligence.

What is the connection between Quantum Control and Inventory Locator Service (ILS)?

ILS is a subsidiary of CAMP Inc's EIS division. Component Control is an Incorporated company also owned by CAMP and part of the EIS division. Basically, a sister company in the CAMP EIS organisation.

What are your thoughts on the pace of MRO digitisation in the industry?

Digitisation has been a goal for the industry for several years. Quantum-ERP supports digitisation in several ways including document imaging, mobile imaging, INDUSTRY INTERVIEW 29



CC is investing in existing tools to add more capabilities and flexible user interfaces.

bar coding, mobile receiving, mobile warehouse, response manager, digital publications, shipping manager, FedEx/UPS integration and mobile technician. Our software is purpose built to support our customers digitisation initiatives.

We see the only barrier in adoption as the comfort level of the user. Moving

completely away from paper in MRO requires retraining and adoption by users who have been reluctant to change their workflow.

How is the digital push progressing at Quantum Control?

Quantum-ERP has supported digitisation

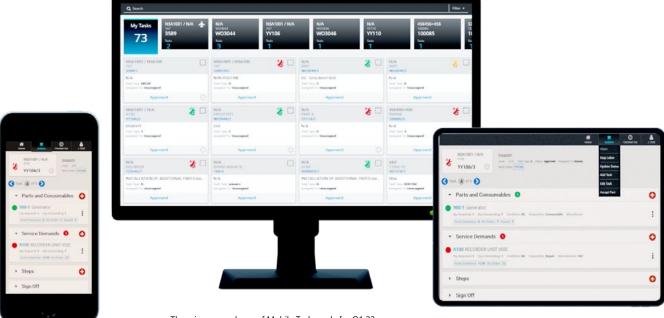
for several years. We are investing in our existing tools to add more capabilities and flexible user interfaces on web, mobile and desktop. Our Mobile Tech product has been on the market for several years and is designed to replace job card and work order paper with a mobile digital/tablet interface. We have a new release of Mobile Tech ready for Q1/22 and a roadmap to add even more functionality to the shop floor or aircraft hangar in 2022.

What are your priorities for 2022?

Our strategic priorities for 2022 are firstly, continue to support our customers as they recover from the commercial downturn, secondly have resources available to assist our customers with implementation expansion and train on best practices. And thirdly, develop new technology that supports modern design through NexGen capabilities.

Growth areas for Component Control are in our Hosted Services Business, Quantum-to Quantum-integration, new portals for customer service and e-commerce, integration with third-party systems and continued joint development initiative with ILS and CAMP EIS.

Learn more about Component Control on the website www.componentcontrol.com.



There is a new release of Mobile Tech ready for Q1 22. .