



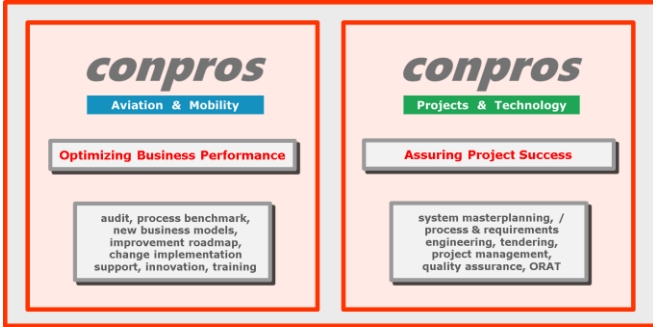
**Industry Focus**

conpros' advisory and technology services support airports, ground handling services and airlines since 2001 in achieving business process excellence. Further areas of activities are aviation & mobility and projects & technology with focus on the public sector.

performance excellence and the required competitive edge to stay / become successful in the aviation service business.

**Global Network**

conpros has traditional links with universities and research institutions and established world-wide co-operationns with technology and consultancy partners.



**Advisory Services Approach**

conpros' unique approach is based on long-term practical experience in business advisory / strategy / planning & management, aviation service operations (airports, GHS, airlines), lean / agile concepts, technology innovation and successful project management.

The proven resource and partner network assures flexibility and global presence.

**Assuring Competitiveness**

conpros enables aviation industry customers to clearly determine and optimize their market position, to achieve new strategic and operational business insights, to create performance awareness across all staff, to optimize service delivery and customer experience, to motivate across the company for the necessary change implementing agile business management concepts with integrated continuous performance improvement, getting lean, efficient and innovative, strengthening customer relationship and loyalty. In a nutshell, conpros enables customers to achieve the necessary competitiveness to assure growth and profit in highly challenging markets.

conpros combines methodology, project management, practical operational experience, state-of-the-art business management concepts, change experience, technology and latest research results into an added-value holistic consulting product delivery.

Benchmark examples, early trials and test runs, individualized and agreeable roadmaps, proven change concepts and supporting actionable performance decision support solutions help in achieving step-by-step business

### Services for Best Airport Performance

conpros' deep insight in the aviation service business combined with operational management and leading edge technology expertise delivers added value:

- By optimizing operational performance for whatever improvement the increased efficiency shall be traded-in: reducing costs, accelerating turnarounds, achieving often challenging SLAs, improving on OTP, lowering MCT, maximizing capacity utilization or assuring the business profitability.
- By supporting in becoming a data-driven / BI-driven company adapting innovative technologies (intuitive integration, predictive analytics, big data, machine learning, mobile, cloud, ...) to your needs and integrating them with business processes, daily workflows and HR to introduce true performance management.

- By supporting system projects bridging the gap between users and ICT from requirements capture and tendering to PMO services and successful going-live, assuring that the users will receive the solution they need based on future-proven standards and technology delivered by the contracted supplier within the agreed framework.

Depending on the initial business process maturity the achievable saving potential in operations by individually optimized concepts, planning and agility is typically between 15% and 30%.

### Services for Future-Proof Airports

conpros' aviation industry operational background across all stakeholders (airports, ground services, airlines, air traffic control / air traffic management & transportation) combined with global market insights, technological expertise (from proven system to latest developments & research) assures successful greenfield projects and expansions:

- By airport process / IT master planning (from classic operations to next gen travelling).
- By RfPs & tendering for airport systems (systems, ICT, systems integration).
- By Project Management Office (PMO) services (on behalf of airports / airport authorities)

- By airport operating manuals, SOPs, ORAT support incl. compliance with regulations.
- By airport & ground services OPS staff training (procedures, safety, management, recruiting, change management).
- By temporary OPS management & coaching.

### conpros' Global Aviation Service Customer Community

