

AMOS PRESS RELEASE

ALITALIA FULLY OPERATIVE WITH AMOS APRIL 2011



COMMITMENT - THE KEY TO SUCCESS

After screening the MRO software market in 2009, Alitalia made the decision to opt for AMOS as the airline was looking for a system that would incorporate all of its members in the newly emerging Compagnia Aerea Italiana, including Alitalia, Alitalia Express, Air One and Volare. At the time, AMOS was only being used for the limited fleet of Alitalia Express, while the larger part of the fleet was being managed by MEMIS, a set of systems developed by Alitalia IT in past years. The commitment and professionalism of Swiss-AS during the Alitalia Express project had paved the way for this much larger venture to be launched.

SMOOTH CHANGEOVER FROM LEGACY SYSTEM TO AMOS

After 15 months of project work – a quite swift implementation in view of the complexity and size of Alitalia – Alitalia went successfully live with the industry-leading M&E system AMOS just a few days ago.

AMOS was enterprise-wide put into operation via a “Big Bang” approach which means that all software modules went simultaneously live. The Go-Live was actively supported by Swiss-AS’ project leaders, trainers as well as data migration and operational experts. This on site presence ensured a smooth Go-Live with zero operational impact.

CHALLENGING PROJECT SUCCESSFULLY FINISHED WITHIN TIGHT TIMELINE

One of the major challenges of this project was the complexity to create new processes that were suitable to the four formerly independent airlines from which today’s Alitalia has emerged. Other challenges were handled together with Alitalia IT to correctly map and transfer the data from different sources and incorporate them into AMOS. Two main factors enabled the success despite these challenges within the tight timeframe. The first was having a project team on the customer’s side that was fully committed and had the will, time and know-how to implement a multifaceted MRO software. The second was the decision to put AMOS into operation with a limited number of customisations. During the project, more than 1’000 users had to get to know AMOS. Alitalia opted for the “train the trainer” concept, i.e. in-house trainers – trained by Swiss-AS – assumed responsibility for end user training. Some of these trainers even performed a road show to train the outstations worldwide.

The Italian flag carrier has built up an AMOS Competence Centre that performs 1st level support for the internal AMOS users. In addition, Alitalia relies on the “AMOS Operation Services” (AOS) to benefit from Swiss-AS’ expertise in AMOS server operations and database administration. Due to the vast in-house know-how gained during the implementation, Swiss-AS is confident that Alitalia will fully profit from the AMOS implementation and re-structuring process and will achieve a quick return on investment.

ABOUT ALITALIA - COMPAGNIA AEREA ITALIANA S.P.A.

Alitalia flies its customers to almost 30 local destinations and 63 international cities abroad. The national carrier of Italy offers 5’200 flights per week, operated with a fleet of 149 aircraft. Long-haul flights are carried out with Alitalia’s B777, B767 and A330 aircraft. Service is provided by A321/320/319, MD80 and B737 on medium-haul routes, while regional destinations are served by ERJ 170 and CRJ900. Alitalia carries out in-house aircraft maintenance, covering the maintenance of its own fleet and 3rd party aircraft. Services include airframes, equipment, systems and components for a vast range of aircraft: from MD80 to A320 and B777 families. Alitalia is in the position to perform Line and Base Maintenance (up to D Checks).

ABOUT SWISS AVIATION SOFTWARE AND AMOS

AMOS is a fully integrated maintenance management system developed and distributed by Swiss AviationSoftware Ltd. As a 100% subsidiary of Swiss International Air Lines Ltd., Swiss-AS has become a fixture in the MRO software market and successfully sets standards in the MRO software industry. AMOS - the answer to the complex and cost intensive maintenance & engineering requirements - is now also represented in Miami, Florida, USA.

Today, more than 90 customers from all over the world rely on AMOS and benefit from its continuously enlarged functionalities and technological cutting edge, which makes AMOS the industry-leading MRO software in Europe and one of the best-selling solutions world-wide. Its solid customer base ranges from pure operators of all sizes, major low-cost, regional and flag carriers to large airline groups and MRO providers.

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