

SBS – A New Dynamic

Presented by David Leblanc, COO

AGIFORS
Crew Management
Study Group
2001

Mission Statement

SBS provides the **best** personnel planning, scheduling and management **solutions** with round-the-clock **service** to the aviation and airport industry worldwide

and we have been doing so for almost 30 years



What's new at SBS

- People
- Strategy
- Technology

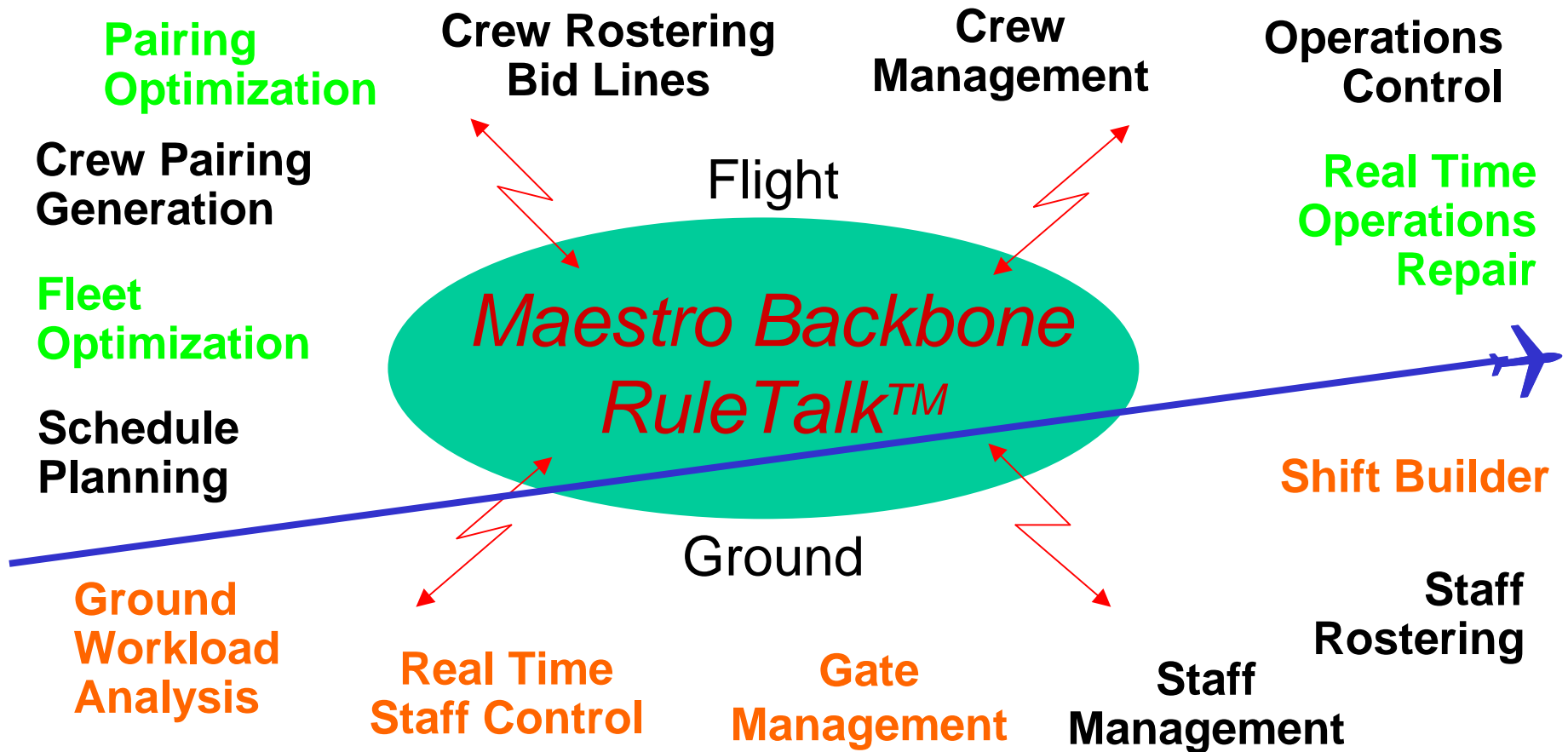


People

- New leadership
- 4 service teams each led by an Account Executive
 - 100 combined years of crew planning/scheduling experience in the airline industry
 - Personalized support to a manageable number of customers
 - Expertise in all SBS products and services



Strategy



Technology

- Crew Scheduling:
 - Maestro Lines
 - Re-roster any time period incl. day of operation
 - Currently at 3 airlines, 5 by the end of Q4' 2001
- Crew Management:
 - Millennium Maestro
 - Enhanced Report Writer
 - Web-based crew version
 - New Release 5.0



Technology

- R&D Initiatives:
 - Training Module (Q3' 2001)
 - Enhanced Maestro Database & DBA toolkit (Intrack, Archive) (Q4' 2001)
 - Maestro Pair Project (Q2' 2002)
- QA Initiatives:
 - Reengineered QA department
 - Controlled releases
 - Adherence to recognized development standards (design methodology, version control, issue tracking)



Who's Here From SBS

David Leblanc – COO/CFO

Jennifer Ashley – Account Executive (until Wednesday)

Michel Fabre – Account Executive (from Wednesday)

Liz Minyard – Account Executive (until Wednesday)

Debbie Guadagnin – Customer Support Spec.

Leo Katigbak – Customer Support Spec.

Marco Ortega – Customer Support Spec.

Booth #_____

