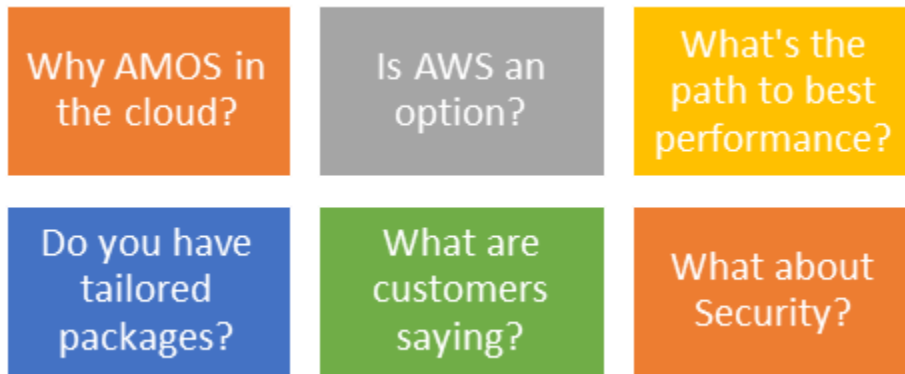


Success Story – AMOS Cloud Hosting by Swiss-AS

In April 2018 Swiss-AS launched a new Cloud Hosting service for the benefit of the AMOS customer base. Swiss-AS now proudly hosts more than twenty AMOS customers.

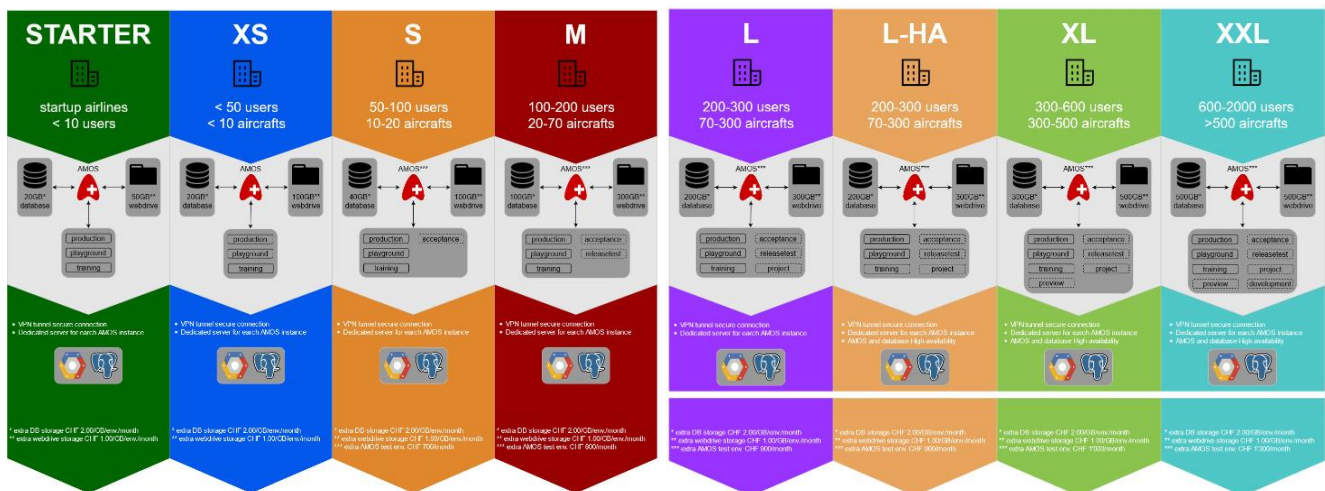
We would like to take this opportunity to update you on the experience we have gathered so far and outline the enhancements we have made to offer more optimized hosting solutions to our customers.

This newsletter is quite comprehensive and it will provide you with answers to the following questions:



Why choose AMOS in the Cloud?

In order to offer the most adapted and economical solution, Swiss-AS extended the Cloud Hosting to eight options instead of the original four. With this measure, we are able to offer more flexibility to customers with sizing and pricing options more suited to customer needs.



Proven operational reliability of AMOS using Google Cloud

Initially the Swiss-AS Cloud Hosting service only considered the use of Google Cloud and, as a result, the majority of our hosted customers operate AMOS using this provider. Swiss-AS supports seventeen hosted customers on eleven Google Cloud regions. Several years of experience gained, continuous feedback from our customers and a close relationship with this provider laid the ground for the adapted infrastructure sizing options. With Google Cloud Swiss-AS has now reached a high level of automation to ensure a consistent and reliable service delivery. Google Cloud remains an attractive option in the Cloud Hosting portfolio of Swiss-AS for AMOS customers not operating on an Oracle DBMS.



An Additional Cloud Provider supporting AMOS Operations

We have now extended our portfolio into additional possibilities based on customer wishes, DBMS options and geographical needs.

We are pleased to announce that Swiss-AS is now an APN (AWS Partner Network) and we are closely working with AWS under the ISV Workload Migration Program (WMP). Two AMOS customers have successfully migrated AMOS to AWS and several more migration projects are in the pipeline.



- The objective of this partnership is to accelerate the customers' AMOS cloud journey and achieve business benefit through a proven methodology.
- This partnership ensures that risks in the migration and operation are mitigated by combining best practices of both companies, high alignment and continuous improvement of the best practices.
- Swiss-AS is offering hosting under AWS in a BYOL mode (AMOS is run in the customer's AWS account) or in a mode where Swiss-AS delivers the hosted AMOS environments through its own AWS account.
- Customers opting to run their AMOS in AWS are granted a 15% discount on the post migration infrastructure spend on AWS for the first year. This discount is provided by AWS through promotional credits. In case Swiss-AS is providing the hosted environments through its own AWS account, then the 15% discount is passed over directly to the customer.

Swiss-AS Pillars for Best Performance

Standardisation: Providing an infrastructure, adapted to the number of concurrent users and number of aircraft, and perform continual configuration review for optimized performance.

Continuous Availability: Providing 24/7 monitoring, system availability reports, run preventive system diagnostics and automate root cause analysis when a performance shift is detected.

Evolving technologies: Continuously exploring and adopting available new technologies, deploying AMOS on progressive DBMS systems that fully support clustering / partitioning and optimized indexing, and continuously developing new features to provide enhanced availability and increase resilience against operational incidents.

Comprehensive Package: AMOS Cloud Hosting also includes the full scope of AOS and Premium AMOS monitoring services.

Swiss-AS and AMOS Hosting Solutions – A few numbers



AMOS Cloud hosted customers are located in Asia, the Americas & in Europe:

Aircraft	Users	Servers	CPUs	Disk (GB)
1232	4137	171	871	74180

What are the cost benefits of AMOS in the Cloud?

The past 18 months, more than ever, have shown us that optimisation and cost saving measures are under constant review. With a cloud solution, customers no longer face warranty period expiry deadlines for hardware and the periodical constraint to purchase new hardware is also removed. Cloud users can benefit from a flexible infrastructure that can be enlarged when needed, or reduced as required, aligned to the changing needs of your organization. In short, cloud customers will only pay for the capacity used knowing that temporary servers can be set-up to cover periodical requirements, such as AMOS version upgrade testing, data migration projects, interface testing etc.

Secure Operations - AMOS in the Cloud

Swiss-AS successfully passed the ISO/IEC 27001:2013 certification regarding Information Security Management System (ISMS). Information security is of major importance for Swiss-AS with the certification being a strong demonstration of our commitment to provide our customers with high-quality services through an approach that guarantees maximum security. The new AMOS Cloud Hosting service is covered by this certification.



Swiss-AS adopted an "in depth" approach by implementing a multi-layer defense framework, which is composed of multiple controls implemented on top of the others to minimize threats from cyber-attacks. We implemented specific additional controls for the Cloud Hosting service in order to provide our customers with a reliable and secure AMOS environment. These controls are articulated over three main topics: high-level security for data protection, strong access control protection, and advanced availability and resilience protection.

- Data protection
 - Dedicated environment for each customer.
 - Data encryption at rest and in transit.
 - Data location is defined by the customer based on their requirements/location.
- Access protection
 - The connection to the AMOS is protected and restricted.
 - The customer is the owner of AMOS and therefore the customer is responsible for granting access to AMOS. This ensures consistent and only authorized users can access AMOS.
- Availability Protection
 - Optimized backup and data recovery processes.
 - High availability ensured by redundancies and failover mechanisms.

Cloud Hosting – AMOS Customer Testimonials

Scandinavian Airlines, Stockholm, Sweden. Mr Yngve Luthman:

"On 30th of November 2019 Scandinavian Airlines (SAS) moved its AMOS to Swiss-AS hosting. From this move we expected benefits starting with having the developer of our maintenance system also operating it, allowing both organizations to learn and provide a better and more stable service. In addition, Swiss-AS hosting enabled us to more precise monitoring of AMOS itself and the environment it is operated in, so now we are able address issues more proactively. We also reduced the cost of operating the application, which previously was operated by a third party supplier.



Last but not least Swiss-AS hosting allowed us more independent control over our AMOS environments with rapid & automated deployments of non-productive and upgraded AMOS versions, which significantly reduced the work for AMOS Admin. Our expectations have become real and together with Swiss-AS hosting we operate AMOS now for more than 18 months without any severe interruption. We are really happy with the cooperation between our organizations."

Sepang Aircraft Engineering, Kuala Lumpur, Malaysia. Ms. Nur Syafiqah Abdullah:

"Sepang Aircraft Engineering – Airbus MRO, went live with AMOS on 23rd September 2019. The exceptional services provided by the AMOS Hosting team for the past 21 months have been very well organized & timely. In depth knowledge shared with us means a lot when it comes to mind reading on what actually the customer is looking out for is the topmost valuable trait this team has in every situation I've gone through.



Throughout the months, we have upgraded our version and managed to overcome critical business processes hiccups with the AMOS Hosting team assistance. We would not have solved it in time without their support.

Going extra miles to deliver value beyond the customer expectation is the key fundamental support that any customer would look for & my experience with AMOS Hosting team in this is uncountable, as they will reach out to me in all available communication channels to provide answers at any time. I have no doubt that AMOS Hosting team is a great team player & will always seek out for their proficiency."

Star Flyer Inc., Kitakyushu, Fukuoka, Japan. Mr Hyato Shinohara:

"STARFLYER (SFJ) has moved its AMOS to the Hosting Service of Swiss-AS on 20th of November 2020.



It is the best solution to operate AMOS with stability and minimization of human resource for us as the Hosting Service of Swiss-AS covers both Hardware and Software management of AMOS.

Therefore, when we have some AMOS troubles, it is possible for us to find the solution quickly and efficiently because the Hosting team and the AOS team deal with the problem with good communication.

It also makes it possible for us to expand our business with minimal costs because the Hosting team supports us in connecting AMOS with the Open Data Platform provided by our aircraft manufacturer. This is highly advantageous for our aircraft maintenance business strategy.

Finally, the Hosting team is currently only in Basel, so we have had some issues with real-time communication due to the time difference between Japan and Switzerland. However, we have already received the information from Swiss-AS that they are going to set up the Hosting team in Singapore, too. With the team in Singapore, there will no longer be a time difference issue, so we believe that we will receive even better support."

Viva Aerobus, Nuevo León, Mexico. Mr Guillermo Herrera:

"VIVAAEROBUS (VIV) started live with AMOS in 2018, since then Google Cloud and the AOS service. The professionalism of the AMOS hosting and support team has allowed us a high performance and stability in the use of the tool in our maintenance bases, also helping to minimize the costs for the use and maintenance of hardware.



The weekly reports of server operation and the good communication between internal support teams and AMOS, according to the requirements of patches and release changes, allows to reduce downtime and avoid affecting our flights and work in any areas of the company.

We hope that the high standards that we have so far between Vivaaerobus and AMOS will continue to improve to develop the best practices in the industry and always stay at the forefront."

How to Contact Us

The Swiss-AS Cloud Hosting team remains available to offer more guidance on the solution best adapted to your needs. We offer rapid implementation timeframes and flexible infrastructure solutions. Our hosting specialists are here to support AMOS customers for a successful cloud migration project.

Should you wish to receive more information please contact crm@swiss-as.com.