



Arconics Company Profile

Arconics, a ViaSat company, November 2016

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A ViaSat Company

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1. Arconics - The Aircraft Software Story

Arconics, a ViaSat company, is a provider of enterprise software and mobile applications for aircraft operators. The Company's mission is to help operators reduce costs, improve efficiency and ensure compliance with regulatory obligations. The Company's products include the market-leading AeroDocs platform for document management, AeroEFB electronic flight bag (EFB), CloudStore, a wireless in-flight entertainment (IFE) platform and PaxApp, a cabin management solution. The Arconics connected aircraft software platform connects flight crew, cabin crew and passenger devices, delivers easy access to aircraft data, makes app deployment much faster and easier, and enables real-time data-sharing with flight operations via a satellite communications link. Arconics, registered as AeroDocs Limited, is headquartered in Dublin, Ireland, and was acquired by ViaSat, Inc. in November 2016.

The company was founded by Niall O'Sullivan, who has an extensive background in aviation software development. In 2010, with the arrival of the iPad, Niall saw the opportunity to apply mobile innovation to aircraft data technology. Arconics is an airline software company, headquartered in Dublin, Ireland. We provide a connected aircraft platform and mobile apps for managing aircraft and flight-related data in the aviation industry. Arconics software connects everyone onboard an aircraft.

Every day, thousands of flights around the world depend on Arconics software for safe, efficient and pleasurable journeys. We build our own software solutions, with innovation, scalability and the user experience at the heart of our design process. That's why Arconics software is used by many of the world's leading airlines, including Qatar Airways, Ryanair, Aer Lingus and Cathay Pacific.

2. Our Product Suite

The Arconics Aircraft Software Platform

The Arconics Aircraft Software Platform is designed for the connected aircraft. The Platform hosts onboard applications for cockpit and cabin. It provides a comprehensive set of APIs to facilitate:

- Data transfer on/off the aircraft.
- Data channel management, routing data via satcom, 4G and physical media.
- Application deployment across the fleet.
- ARINC 717 and 429 databus access.
- Integration adaptors for popular airline systems.

The Platform also provides a mobile device shell to host multiple applications. This is available for both iOS and Windows tablet devices. The Platform runs on all popular aircraft servers.

The Arconics Aircraft Software Platform helps airlines maximise their investment in connectivity solutions. It allows the airline to quickly deliver service differentiation, operational efficiencies, better use of data, and new ancillary revenue opportunities.

AeroEFB - Electronic Flight Bag

In 2011 the company launched **Arconics Electronic Flight Bag**. This is an iPad app for pilots which allows easy access to all the information relating to their flight. The system incorporates the **AeroDocs** document management system, which controls the loading of data on the ground before data synchronisation with the aircraft. One of the early adopters of this technology was Aer Lingus. The AeroEFB viewer app for Windows devices is due to be brought to market by end-2016.

AeroDocs - Safety and Compliance Document Management System for Aviation

Integrating the industry-leading user experience of the **AeroEFB Viewer** into an enterprise document management system with enhanced collaboration, workflows, regulation linking, complete XML authoring and document syncing, was a logical progression for the company. **AeroDocs** is a world-class, complete document management solution, designed with airlines in mind and quickly deployable into the most complex operating environments, where digital document control and regulatory compliance are paramount. As airlines around the world transition towards the complete connected aircraft platform and embrace the enhanced functionality of XML documents, **AeroDocs** is ready for immediate licensing in all territories.

CloudStore - Wireless In-Flight Entertainment

Wireless IFE converts a cost centre to a revenue centre, with a very short time-to-value. In 2016 the company deployed the CloudStore in-flight entertainment system on Virgin Australia's Tigerair international flights. CloudStore streams movies, music and flight information to passengers' own mobile phones or tablets. The system is simple to use. Just turn on your mobile during flight (airplane mode!) and Hollywood movies can be streamed directly your device. Additional modules such as music, games and destination content are also available. The Arconics CloudStore system involves using a server and wireless access points on the aircraft. CloudStore software can be installed on virtually any certified server. We supply the software and the content in a complete service to airlines, and can supply hardware also.

Large airlines that fly long haul typically have seat-back entertainment systems. The majority of the world's aircraft do not have such systems as they cost €2-4 million per aircraft to install, and add greatly to the weight of the aircraft. The Arconics solution is many times cheaper than the installed systems, doesn't require expensive seats or wiring, and weighs just 20 kg.

CloudStore's appeal to airlines is exemplified by the speed, flexibility and professional attitude of our team. We solve problems, and deploy, quickly and efficiently.

PaxApp - The Cabin Management App

Arconics PaxApp incorporates passenger information and offers an easy interface for adding passenger comments, noting crew member suggestions, and documenting any issues that need to be addressed. It provides detailed passenger tracking including location and identification of passengers, loyalty program flyers, and special needs such as meals, wheelchairs, and more. The app gives the cabin crew a way to communicate with other divisions about maintenance, catering, or operational issues that need attention, improving quality of service on all fronts.

The advent of low-cost mobile platforms creates an opportunity for airlines to transform inflight service and make cabin operations and related maintenance more efficient. Cabin crew are the primary touchpoint between airlines and passengers. Their ability to deliver personalised and better service can create extraordinary moments for passengers, resulting in long-term loyalty.

Learn more about the Arconics product suite at www.arconics.com

3. What our customers say

When the ten year deal for AeroDocs was signed with Qatar Airways in 2015, the airline's CEO, His Excellency Mr Akbar Al Baker, said:

“We need the highest levels of quality and consistency in our document management systems to meet our global safety and compliance goals. Arconics brings us best-in-class software, and a deep understanding of the challenges we face. This initiative will help us deliver timely, consistent documents to every computer and mobile device across the Qatar Airways Group with an end-to-end audit trail.”

Arconics will deliver AeroDocs to all group companies including Qatar Airways, Qatar Cargo, Qatar Executive, and Qatar Amiri Flight. Mr Al Baker is also a member of the Board of Governors of the International Air Transport Association. IATA is the trade association for the world's airlines, representing some 260 airlines or 83% of total air traffic. IATA supports many areas of aviation activity and helps formulate industry policy on critical aviation issues, including regulatory compliance.

Mark Hoey, General Manager Operations, Cathay Pacific, said of the AeroDocs deployment:

“Cathay Pacific selected Arconics because they are able to deliver a tailored solution in a timely manner. Arconics was able to work with our enterprise architecture and security teams to create the perfect configuration for our needs. Our initial deployment used BYOD devices across Boeing and Airbus fleets. The pilot feedback has been overwhelmingly positive. We are now rolling out company-issued devices to crew across the airline and our subsidiaries. We have chosen AeroDocs as part of the solution for our A350 – our first paperless cockpit. Arconics software gives Flight Ops the reporting and compliance management that we need. Arconics were able to enhance the product

based on our requirements. We have been delighted with Arconics and the software they have delivered to us.”

Paul Stanley, EFB Project Manager, Aer Lingus, said of the EFB deployment:

“Based on the successful experience we’d had with the Arconics ground portals, we wanted to introduce the EFB and bring the AeroDocs Distributor and Viewer modules onto it. One reason for that was that AeroDocs uses XML documents and we also wanted our EFB devices to be able to be updated using 3G: including flight plans, weather information, security information, everything coming from our flight planning system, plus some extra information from engineering about defects on the airplane and where the airplane is parked.”

Adam Rowe, Commercial Director, Tigerair Australia said of our wireless IFE deployment:

“Tigerair Australia is pleased that Arconics has been able to deliver our IFE product using their CloudStore W-IFE solution in 84 days between contract signing and our inaugural international flight. The energy and can-do approach matches Tigerair Australia’s commitment to quality service delivery that improves our customers’ experience.

“We have seen significant uptake and interest in the CloudStore App from our passengers in the first week of the IFE product offering, showing us that there is a real appetite for BYOD delivery of in-flight entertainment. We are excited about this growing opportunity for sales of IFE content and believe that, as we grow this ancillary revenue channel, it will become a valuable product for Tigerair Australia.”

In September 2016, Niall O’Sullivan, Arconics CEO, said:

“New mobile and satellite technology is opening up some great opportunities and we want to be the world leaders in connected aircraft platforms, making flying safer and more pleasurable for everyone onboard.

“This has been a whirlwind ride so far. Travelling the globe selling our innovative products has been fun but exhausting. Now that we are expanding, we have people to take care of specific regions, so it’s getting a lot easier to scale out our software. The next chapter for Arconics will be equally exciting, as we expand globally and introduce innovative new products at the leading edge of connected aircraft and document management technology.”

4. Press contact

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FAQs and Resources: <http://www.arconics.com/faqs/>

Press Centre: <http://www.arconics.com/media-kit/>

5. Arconics milestones

2010 - The iPad is launched and Arconics builds a strategy to lead the development of digital document management in the global airline industry.

2010 - AeroEFB electronic flight bag is launched, and adopted by Ireland's flag carrier, Aer Lingus.

2014 - Cathay Pacific selects AeroDocs by Arconics.

2015 - Qatar Airways signs a ten year contract with Arconics for the supply and management of a complete AeroDocs Corporate Document Management System.

2016 - CloudStore W-IFE (Wireless In-Flight Entertainment) platform from Arconics is deployed to Tigerair Australia's international flights, delivering wireless entertainment to passengers.

2016 - Arconics is acquired by ViaSat, Inc.

2016 - AeroDocs document management system for aviation goes live across Qatar Airways Group.

6. About ViaSat

ViaSat, Inc. (NASDAQ: VSAT) keeps the world connected. As a global broadband services and technology company, ViaSat ensures consumers, businesses, governments and military personnel have communications access – anywhere – whether on the ground or in-flight. The Company's innovations in designing highest-capacity satellites and secure ground infrastructure and terminal technologies coupled with its international network of managed wifi hotspots enable ViaSat to deliver a best available network that extends the reach and accessibility of broadband internet service, globally. For more information, visit: www.viasat.com, or follow ViaSat on [Facebook](#), [Twitter](#), [LinkedIn](#) or [YouTube](#).

November, 2016.