

Mexico City, December 2021

Aerovics S.A. de C.V. is part of **Grupo BAL**, the leader in **business aviation** in Mexico. Founded over 46 years ago, we provide **flight control and maintenance services** for 10 different airplane models. We are also the authorized dealer for Gulfstream, providing jet guarantee services for this prestigious brand.

For over a year we've developed, in conjunction with **London Consulting Group**, the "**VICS**" project. The objective of the project was to **improve our processes, and IT system** in order to provide our customers and users with a **better service experience**, as well as, to **maximize our operative efficiency**.

This **transformation and innovation** journey was developed in the following phases:

Phase 1 – Analysis: A comprehensive diagnostics of the organization was carried out which identified and quantified opportunities throughout the entire value chain, opportunities that were focused on the **process transformation** and the **IT system**.

Phase 2 – Designing the processes and building the RFP: Through their **agile methodologies**, we collaboratively defined the new designs for each of the processes. This provided a base from which we were able to create a highly detailed document which contains the functional requirements for our **IT system (RFP)**. Afterwards, we determined the criteria for **evaluating our suppliers**, and then we went through the **selection** process needed to build our new system.

Phase 3 – Development and system testing: Through workshops based on the **Design Sprint methodology**, we were able to determine the **user stories and prototypes** for each module within the new system. During this stage, LCG carried out the **Project Management functions**, coordinating between the supplier who programmed the system and the Aerovics team. We used the "Monday" platform and the **scrum methodology** to manage the team on a daily basis.

Modular and comprehensive **extensive testing protocols** were defined which ensured that the system complied with its established functions. **Training sessions** were also given to each user.

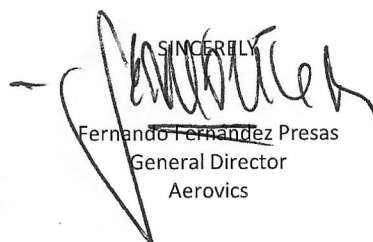
Some of the key deliverables provided by our new system were:

- **End to end development of the modules** for the Operations, Maintenance, Sales, Purchases, Warehouse, and Administration departments. Creating a **database** on Microsoft SQL server.
- Designing and **developing 5 mobile apps** for Pilots, Authorizing Personnel, Operators, Technicians, and Inspectors.
- Designing and building the **indicator system (KPIs)** for each department on the **Power BI platform**.

Some of the **improvements we made to our customer and user experience** were:

- Increased agility when **inputting and approving** flight requests. Easier and more efficient control over the documents, courses, and licenses on the cloud.
- **Simplifying** the log registers and flight reports. This provided us with **real time flight information** through the **pilot apps**.
- **Reducing the time taken** to send out invoices and close the flights. This is due to the real time information regarding the flight expenses.
- Increased **technicians' productivity** by reducing the time taken to register the work orders and maintenance programs.

Due to the **excellent relationship** **Grupo BAL** has developed with **London Consulting Group** over the last few years, and also because of the results generated by this project, we **highly recommend LCG** as a key factor in transforming processes in any company.

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