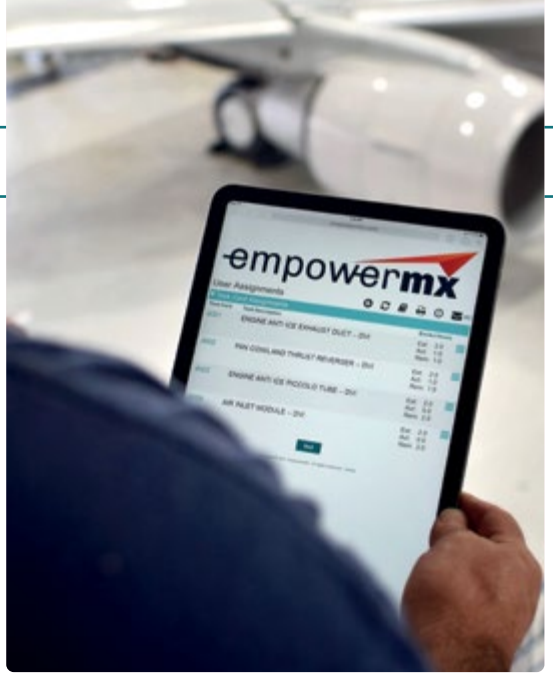**FIVE QUESTIONS TO...**

... Dinakara Nagalla, CEO, EmpowerMX

A cloud-based software suite that digitises the content and processes needed to optimise MRO efficiency, EmpowerMX claims to offer clients a futureproof solution together with a generous return on investment.

What benefits does EmpowerMX software bring to the airline and MRO industries?
EmpowerMX software offers several distinct advantages to the airline and MRO industries. By capitalising on advanced technologies such as AI, machine learning, cloud computing and predictive modelling, we're driving an unparalleled level of optimisation in every facet of MRO operations. Our software breaks down the complexities of maintenance, repair and overhaul into manageable schedules, reducing operational inefficiencies and errors.

Furthermore, an integral component is our ability to provide precise forecasting for several key operational parameters, including labour costs, defect probabilities, material resources, timelines and resource allocations. This powerful forecasting tool is fundamental in crafting highly accurate MRO planning and hands-on execution, saving both time and financial resources that lead to improved margins.

Do you do any work with low-fare carriers? Is your service offering different for low-fare airline models and legacy carriers?
Yes, we do work with low-fare airlines. At EmpowerMX, we recognise the differences in operational procedures and requirements in the aviation industry and have an adaptable approach to our product offerings. While the core technology remains essentially the same, we modulate the application to suit the diverse needs of budget carriers and legacy airlines. Our AI-based solutions allow airlines of any size or financial status to harness the power of data and achieve greater operational efficiency. Whether an airline is pioneering low-fare solutions or maintaining a hold as a long-established carrier, we strive to provide a level of service that can fundamentally reshape their MRO operations, leading to higher levels of customer satisfaction and increased profitability. At the end of the day, what we offer eliminates inefficiency and reduces downtime by up to 20% and that is extraordinarily beneficial for low-fare airlines as much as it is for anyone else.

Which areas of airline and MRO operations most benefit from digitisation and paperless processes?
The beauty of digitisation and paperless processes lies in their universal application. Every corner of MRO and airline operations can be enhanced by integrating them. However, they particularly shine in workforce planning, supply chain management, real-time execution and data management.

Digitisation drastically cuts down on hours spent on administrative tasks, which allows employees to direct their focus towards more critical tasks. Our solutions not only offer quick and easy access to vital information in real time, but it can also be tailor made for different use cases.

Given the ongoing supply chain issues, how does your software streamline supply chain management?
Optimising supply chain management in the MRO industry is critical. EmpowerMX software tackles this challenge head on by addressing information deficiencies in planning, procurement and process alignment. With the innovative application of the AI-based recommendation engine, EMX Vision, we arm MRO planners with robust forecasting tools that facilitate accurate procurement. Thus, it eliminates the delays and operational inefficiencies arising from insufficient information.

What does your manpower planning software entail and how is it helping to resolve disruptions caused by workforce shortages across the industry?
Our manpower planning software is an innovative response to the industry-wide issue of workforce shortages. It's designed to offer practical solutions to MRO organisations trying to maintain steady operations in the face of disruption. It relies on an advanced algorithmic approach to provide staffing adjustment recommendations, develop skill-based crew building and offer intelligent task assignments.

By harnessing the power of AI, the software is able to provide real-time insights into workforce distribution and task allocation, substantially reducing span times. This approach not only bolsters productivity but also ensures smoother operational continuity even amidst workforce shortages. Looking beyond just recovery, we support and develop EmpowerMX applications as an essential tool in preventing disruptions and resolving critical factors before impacting budget or delivery. ∎