



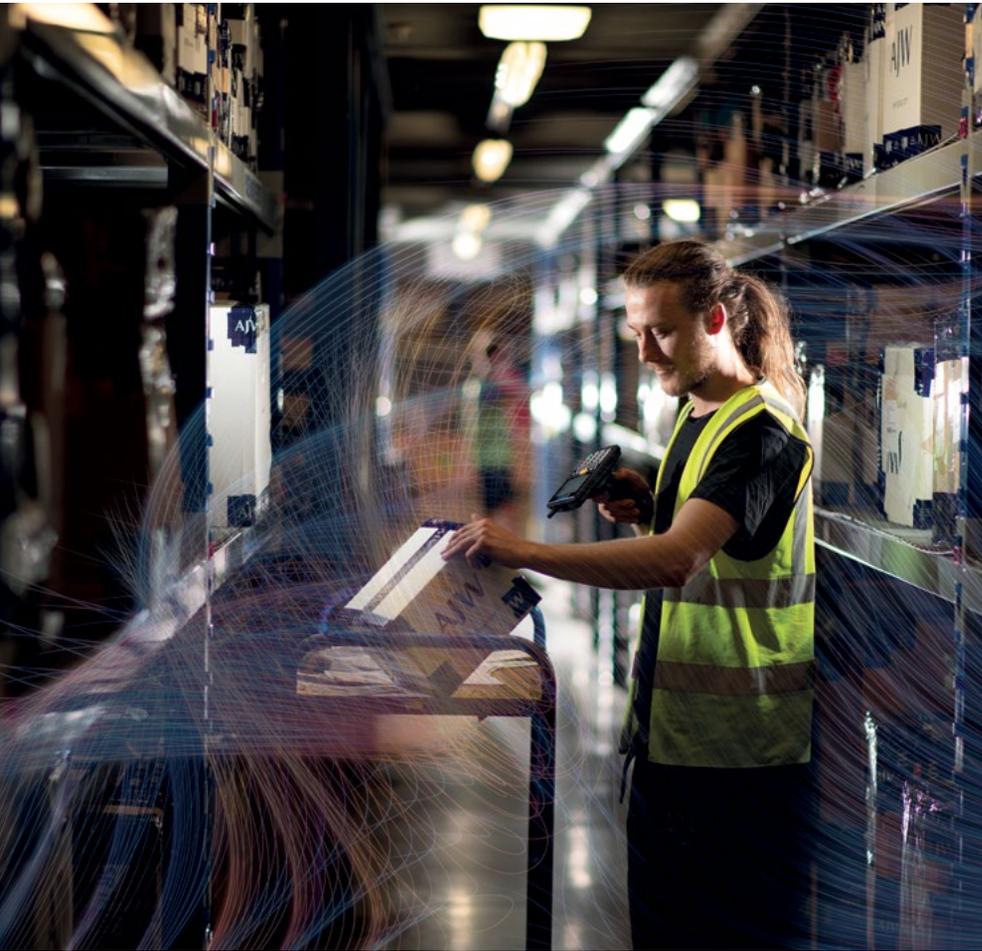
# Shaping the future



**Richard Pilock, SmartSky Networks' Vice President, Product Management, explains how getting the right data to the right person at the right time and for the right purpose can result in big benefits.**

**How is your partnership with Neo NextGen driving digital transformation for MRO?**

In an MRO, the maintenance, repair and overhaul of aircraft is a system of complex processes with dependencies that span the supply chain, regulations, specialised



**In stock:** SmartSky's partnership with components specialist AJWT aims to improve MRO workflows.

knowledge and manual workflows. All these variables have the potential to create inefficiencies and increased costs for the customer and, left unchanged, can ultimately hinder growth in the aviation industry.

Working with Neo NextGen, we are creating access to data and software services that make those processes transferable, repeatable and scalable without needing manual intervention or shop-specific knowledge. The outcome will be MROs that can process repairs faster, with less rework and lower costs.

#### **What is involved in your collaboration with Neo NextGen and AJWT?**

SmartSky is a connectivity company, and our efforts go far beyond delivering a nationwide air-to-ground network for aircraft in the United States. We see connectivity as a way of connecting passengers to an experience, operations teams to real-time situational

awareness and developers to data that can be used in innovative applications and services.

Our collaboration with Neo NextGen and AJWT uses SmartSky's Skytelligence data exchange platform to connect software developers with maintenance and repair data. These same software developers are creating an MRO-specific application that connects MRO technicians with guided workflows and data relevant to each repair. At the core, our combined efforts are about supporting each participant in the workflow and ensuring technology gets the right data to the right person at the right time for the right purpose. The result? Again, faster repairs, with less rework and lower costs.

#### **What is the latest news for SmartSky Networks regarding business aviation connectivity?**

SmartSky recently announced that its next-generation mobile broadband network is live

nationwide, enabling business aviation aircraft to fly coast to coast using SmartSky's enterprise-grade aviation connectivity service. We followed that up with an exciting demonstration day at our partner, Global Aviation Technologies, in Wichita, Kansas.

Passengers on the demo flights experienced the full power of the SmartSky service and its ability to deliver an unmatched connectivity experience in the sky. Couple that with upcoming announcements on additional STCs and the availability of hardware for installation, and it is shaping up to be an exciting second half of 2022 for SmartSky.

#### **Regarding connectivity upgrades, what is involved and how do operators benefit?**

Connectivity for business aviation in North America has chronically underwhelmed customers. Even the top-of-the-line legacy ATG systems on the market today can only deliver an experience akin to DSL. SmartSky's patented technologies and network architecture set a new bar for performance.

Through our service that tailors the best of 4G and 5G technologies to aviation, we are providing business aviation with a responsive capability that can move data both to and from an aircraft at the same rate without interruption, even in the higher interference locations found around urban areas.

For the first time in aviation, advanced, real-time, cloud-based applications and software services that go far beyond just one-way streaming of movies to the cabin can be used by passengers, crew and operations teams. These are the same applications and services we use on the ground.

You asked what the benefit is to operators and passengers. The benefit is confidence and time; confidence you will be able to connect with the data you need most and time saved by not having to do the work after you land that you should have done during the flight.

#### **How are your expansion plans going globally?**

As the leading in-flight connectivity provider for the continental United States, we have a core focus on delivering our ATG service in that market. Our Digital Solutions via Skytelligence extend our reach and allow us to work across a global aviation ecosystem sharing data and information. ■