



## Company Overview

Today's challenges require unique professional solutions different from those provided by traditional consultants. Reliance Aerospace Solutions (RAS) is built on solid, "hands on" aerospace management expertise acquired working with aircraft manufacturers, major suppliers, lessors and airlines from all over the world, with the proven ability to develop and implement simple, realistic and cost effective solutions.

## Services

Following is a non-exhaustive list of services performed.

- **Technical Solutions**

- ➔ **New Aircraft Definition** - establishing the configuration of new aircraft for owners or operators both corporate and commercial aircraft; associated project budgeting.
- ➔ **New Aircraft Delivery Service** – production assembly inspection; management of any production line changes including the incorporation of buyer furnished equipment; technical and commercial acceptance of the aircraft delivery on behalf of the owner or operator.
- ➔ **Pre-Owned aircraft** - aircraft assessment (physical and documentation audit); lease or ownership transition project planning and budgeting; sourcing of products and services to support the transition project.
- ➔ **Aircraft Maintenance** – managing or oversight of aircraft maintenance major checks; supervising modification or repair work on behalf of owner as well as obtain necessary certification paperwork.
- ➔ **Engine Maintenance** – table inspection; thrust upgrades oversight.

- **Technical/Financial Solutions**

- ➔ **Spares Audit** – audit spares holding and provide advice on disposal.
- ➔ **RFP** – Prepare request for proposals for variety of technical activities; review responses; select according to pre-set criteria.
- ➔ **Asset Management** – manage aircraft on lease; define maintenance reserves values; follow-up maintenance reserves; establish escalations.
- ➔ **Fleet Planning** – assess aircraft suitability along with financial criteria.

- **Contractual and Financial Solutions**

- ➔ **Purchase Agreement** – negotiating all aspects of purchase agreement, commercial and corporate aircraft; for corporate aircraft negotiation with conversion centre and Fixed Base Operators (FBO).
- ➔ **Lease Agreement** – negotiation including delivery, re-delivery conditions and maintenance reserves.
- ➔ **Novation Agreement** – negotiation, review aircraft valuation, contracts review, maintenance reserves calculations, future risk analysis and marketability.

- **Organisational Audits & Solutions**

- ➔ **Organisation Audit** - reviewing and analysing the efficiency organisation; single business unit or full “top – down” organisation audits; advise on the restructure of an organisation.
- ➔ **Technical Organisational Review** – ‘make or buy’ study for airline technical organisations including manpower requirements and efficiencies.
- ➔ **Cost Efficiency** – propose practical solutions for future cost efficient strategies.

- **Organisational/Operational Solutions**

- ➔ **Airline Turnaround** – as accountable manager and CEO of airline implemented companywide change programme and effected a profitable turnaround; in charge of cost saving programmes; established synergies across several airlines.
- ➔ **Airline Personnel** – provide post holder personnel to airline; short term or long term basis; training pilots for short term assignments.
- ➔ **Airline Business Plan** – establish business plan for start-up airline including feasibility study with aircraft type selection and route selection.
- ➔ **Airline Set Up** – set up an airline including by providing qualified post holders and accountable manager and establishing all required procedures.

- **Project Management**

- ➔ **Aircraft Return to Service** – destorage of aircraft; bridging checks; cabin reconfiguration; engine upgrades.
- ➔ **Cabin Refurbishment** – Study new aircraft reconfiguration and cost benefits.
- ➔ **Aircraft Purchase** – source, negotiate and purchase aircraft; upgrade according to customer requirements; painting.

→ **Pilot Recruiting** – definition of terms and conditions; definition of selection criteria; assist in selection process.

- **BFE Management**

- **Contract negotiation with OEM** – includes customization of media content and integration into IFE platform.
- **Definition of IFE, Galleys and Seats** – participation in Initial Technical Coordination Meeting (ITCM); Product development follow-up through Product Design Review (PDR), First Article Inspection (FAI), and Final Acceptance Test (FAT).
- **Final Assembly Line installation** – products integration, validation and testing.
- **Cabin Refurbishment** – IFE and seat supplier selection, design, manufacturing, integration, testing, and certification follow-up.

- **Sourcing – Negotiation Support**

- **Aircraft Purchase** - sourcing new or used aircraft; associated products and services.
- **Aircraft Lease** – sourcing aircraft for short or long term dry leases.
- **Engine** - sourcing new or used engines; associated products and services.
- **ACMI** – source suitable aircraft for wet lease.
- **Sales and Leaseback** – source appropriate aircraft for investors for purchase and leaseback.

- **Marketing & Strategic Solutions**

- **Aircraft Remarketing** – remarket aircraft on behalf of owner; perform risk assessment of end user.
- **Marketing** – advise on marketing in aerospace activities; future MRO.
- **Strategy** – define strategy for OEM in addressing airline needs.

In the past 10 years, we have served 109 customers<sup>1</sup> including small and major airlines, potential new starter airlines, lessors, banks, investors, service providers, MROs and international organisation world-wide located in 54 countries.

We would welcome addressing your problem and finding the right solution and look forward to serving you in the near future,



Dr Mohamed El-Borai

President

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<sup>1</sup> Some Customer testimonials can be found in the appendix

## Appendix: Customer Testimonials

### New Aircraft Delivery



“Aer Lingus has hired Reliance Aerospace Solutions as a service provider for new build aircraft inspections. The Reliance Team are results focused problem solvers, and will go beyond the call of duty to assist in any issues that we may encounter. Reliance provides a top class service for airline representation on the production line. Most importantly, they have a high level of integrity and professionalism.”

**Brian Walsh,  
Manager Fleet Planning, Aer Lingus.**



“Air Mauritius has contracted Reliance Aerospace Solutions in the new aircraft delivery of Airbus A330 and Airbus A340. We found Reliance to have a very good knowledge of the build process and their experience in addressing issues has been extremely useful. All Reliance staff have shown a good understanding of our needs and are very flexible and professional. The weekly reports sent allow us to keep up to date in real time of the issues and progress.”

**Jacques Gentil  
EVP Technical Services, Air Mauritius.**



Reliance Aerospace Solutions has been supporting us in the factory inspections of our new Airbus A340-600, A330-200, A330 Freighter as well as A320s. The team as a whole has an excellent understanding of the Airbus system and each member is specialised in a different field giving us a wide range of experience to call on. The Reliance staff has a good understanding of Etihad's stringent needs and are pro-active in their approach to problem solving. They communicate well between themselves and Etihad and are considered as an integral part of the Etihad team and are appreciated for that.

**David Hamilton  
Head of Aircraft Delivery  
Etihad Airways**

At this time I'd like to note that Reliance is delivering an excellent quality and we do appreciate the business relationship that has been built. It's in our interest to continue this in the future.

**Norbert Duevel  
Vice President  
Engineering  
Etihad Airways**



“Reliance performed the Final Assembly Line inspections at Airbus for our last six A300-600 freighter aircraft. Their knowledge of the Airbus system was excellent, and they proved to be an important link and a valuable asset in the process. The weekly reporting ensured that we were kept up to date with all developments throughout the build process. A team of professionals who are customer minded!”

**David P. Sutton**  
Managing Director  
FedEx Aircraft Development,  
Acquisitions & Sales



As you know I don't do endorsements ..... but for us it is a no brainer to use Reliance Aerospace Solutions for our aircraft deliveries at Airbus!

**Mark Breen**  
Chief Operations Adviser  
Cebu Pacific Air

## Pre-Owned Aircraft Delivery



“Luxair used the services of Reliance Aerospace Solutions in the audit and pre-lease inspection of a 737-800. The services provided by Reliance were very professional with a wealth of experience and customer oriented. The report submitted at completion was excellent. Luxair will not hesitate to use Reliance again.”

**Horst Lenhard**  
VP Technical Services, Luxair S.A.



In setting up the new Olympic Air (the new airline acquiring the logo/name of the Greek national carrier as part of the government privatisation process) we took delivery of both new aircraft as well as pre-owned aircraft from Lessors. Having previous positive experience with respect to services for delivery of new A320 from the Airbus production line we had no hesitation in selecting them once again. In addition we used Reliance to assist us in the audit of pre-owned aircraft in Abu Dhabi, UK, Austria and Germany. Reliance was very reactive to our needs and the personnel are professional, experienced and reliable with an ability to communicate salient points as well as take good decisions on behalf of their client.

**Thanos Pascalis**  
Chief Operating Officer, Olympic Airways

## Aircraft Maintenance Oversight



Reliance Aerospace Solutions supported us during a redelivery of a 737-400 and provided engineering support for records etc and engineering support during the D check at the MRO facility in February 2006. Reliance staff has been of immense value to this project, their calmness, political neutrality and ability to deal with just about anything we can throw at them is greatly appreciated. Many thanks for your continued support.

**Don Landsborough**  
Manager, Group Fleet Management & E&M  
TUI Airline Management

## Asset Management



“Reliance Aerospace Solutions has been managing our portfolio of Aircraft ranging from A320s to A340-300s for the past 5 years. Their follow-up of the asset, lessee relationship management and advice on all the aspects of asset management has been invaluable and shows a vast experience. Reliance were instrumental in repossessing an aircraft and negotiating the induction of the same aircraft at Safi Airways in Afghanistan in record time. They show a high work ethic and look after the interests of both the lessor and his lessees.”

**Neil Woolvine**  
Chief Marketing Officer, GMT Global Republic Aviation



“As a Lessee of an A340, Safi Air worked with Reliance Aerospace Solutions in their role of advisors to the Lessor. Reliance were instrumental in finding pragmatic solutions to a complex delivery question and challenging timeline.”

**Tom De Geytere**  
CFO Safi Airways Afghanistan

## Airline Organisational Review and Assessment



TUfly is constantly seeking for means of cost, quality and reliability improvements. Sometimes you need an external partner to discuss pros and cons and to confirm that you are still on track. Therefore we hired the services of Reliance Aerospace Solutions to perform 2 projects. The first project consisted of reviewing the organisational structure of the Technical Division and the second consisted on the optimisation of the structure. The projects were accomplished in a professional and timely manner and indicated a good knowledge and understanding of the operation of a technical division in an airline. The reports and presentations were well prepared and easy to understand. At the end it gave us a profound idea on how to continue with the Technical Division at TUfly.

Thanks a lot for all the good discussions we had.

**Claus-Peter Suelflow**  
Director Technical Services, TUfly

## Airline CEO Advisory



"He (Mohamed El-Borai) assisted Air Mauritius in negotiating a Maintenance Contract (with an MRO) which saved the company 600,000 dollars."

**Nirvan Veerasamy, former CEO of Air Mauritius as reported in l'Express Mauritius 4th February 2009**

## Aircraft Financing and Brokerage



Reliance Aerospace Solutions was instrumental in presenting to us and facilitating a new concept for a sale and leaseback transaction which we eventually performed. Their approach was innovative and beneficial to both parties. Furthermore, Reliance remarketed one aircraft on our behalf which also included the contract negotiations. The closing was done within a short time frame. Reliance has always shown themselves to be professionals in all their dealings with us. We would not hesitate in using them again.

**Dr. Ulrich Steinhardt**  
VP Aircraft Services and Accounting  
Condor Flugdienst GmbH

## Fleet Planning



First of all, on behalf of ECA, I would like to thank you for the study, your company had carried out on our behalf, for the options for the future planning of our fleet. Myself I used the study extensively on my recommendations for the future planning of the fleet.

**John Savvides**  
**Chief Operations Officer**  
**(Accountable Manager under EU-OPS)**  
**Eurocyprya Airlines Ltd.**

## Countries of Operation

