

# PRESS PACK



Press Office:  
Singleton PR  
T: +44(0)1252-448-169  
M: +44(0)7739-461-061

Revised: November 2015

Communications Software (Airline Systems) Limited  
8 The Centre, Church Road, Tiptree, Essex CO5 0HF  
Tel. 01621 817425 [www.oases.aero](http://www.oases.aero)



## **1. ABOUT COMMSOFT**

Communications Software (Airline Systems) Ltd (“Commsoft”) was formed as a software house in 1971 and won its first airline contract in 1975. Headquartered in Tiptree, Essex, the company also has regional offices in Derby and Norwich and another close to Gatwick Airport. As well as these four sites, Commsoft has an office in Australia to ensure that the highest level of support is offered to the company’s growing international customer base. Commsoft supports aircraft maintenance organisations with high quality, affordable MRO IT systems.

Drawing on extensive experience in the aviation and IT industries, the Commsoft team has developed an easy to use but functionally sophisticated system, which increase efficiency and reduce costs in many key areas. The company’s flagship product is the Open Aviation Strategic Engineering System (“OASES”). Utilising the latest technologies and an industry-leading database, OASES can be deployed easily and efficiently into any maintenance environment.

Commsoft values the opinion of its customers highly and so each year all OASES users are invited to an OASES User Group meeting where customer priorities are reviewed and discussed and clients are encouraged to offer feedback to Commsoft. This event is essential to driving the OASES development programme and forms the foundation for business improvements at Commsoft.

For more info relating to Commsoft or to contact the press office please use the details below:

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2. CLIENTS INCLUDE:





### **3. OPEN AVIATION STRATEGIC ENGINEERING SYSTEM (“OASES”)**

OASES is a market- leading product which is utilised in over 40 airlines and maintenance organisations throughout the world, supporting over 90 aviation operations. An easy to use, functionally sophisticated system, the OASES software increases efficiency and thus leads to reduced costs in many key areas. The benefit of using OASES has been proven worldwide in a variety of live maintenance environments from large LINUX systems to PC networks. These systems have been the basis for administrative procedures that have received FAA, JAA and national CAA approval.

For flexibility and ease of implementation OASES has been designed in a modular fashion, covering the following areas:

- Inventory Control and Demand Handling
- Purchase and Repair Order Processing
- Component and Aircraft Technical Records
- Component and Aircraft Maintenance Forecasting
- Aircraft Check Planning and Documentation
- Aircraft Check Accomplishments Analysis
- Aircraft Technical Log Recording
- System and Component Reliability Analysis
- Repetitive and Deferred Defect Management
- Shop Floor Data Collection
- Work In Progress
- Time and Attendance Monitoring
- Digital Documentation System & Service
- Advanced Scheduling and Control Module
- Line Maintenance Control



#### **4. OPEN AVIATION STRATEGIC ENGINEERING SYSTEM (“OASES”)**

The OASES system offers a wide array of services, including implementation support, user training, system tailoring, as well as a day-to-day help desk, maintenance support and update releases. OASES is constantly improved and refined in collaboration with airline, aircraft maintenance and supplies clients.

All OASES modules are designed to talk to each other where necessary and form an integrated solution when used together. This integration means that data is only entered once and made available to the other modules as necessary throughout the system. The modules can all be used standalone and it is initially this feature of the implementation at client sites that enables the project to be broken down into manageable parts. The modules are implemented over project timescales, gradually adding functionality from each additional module to the whole project solution. This process gradually leads the client to a fully integrated OASES system and therefore an integrated solution.

Commsoft uses Oracle, the world’s leading database which shares common features with OASES including:

- Security – proven security
- Speed – consistently the fastest in its class
- Reliability – very high availability
- Scalability – grows with your business
- Cost – low ‘cost of ownership’

The flexibility of OASES means that Commsoft can offer excellent support to all organisations large or small, demonstrated by the fact that current customer fleets range from five to over a hundred aircraft of all types.



## 5. COMMSOFT SERVICES

### 5.1. IMPLEMENTATION

Commsoft believes that the key to any system is a successful and painless implementation that will enthuse local users, getting everyone involved and working in the same direction. Commsoft assists its clients in achieving efficient, smooth implementation through provision of the following:

### 5.2. TRAINING

Flexibility is at the heart of Commsoft's training ethos. All organisations have differing needs, so Commsoft works to adapt to the client's particular learning requirements. Initially, Commsoft offers block training and this can be to any format desired. In addition to formal training, there is an extensive on-line library of help-text available to all users via a single click of the mouse. The training methodologies offered include:

- One-to-one tutorials
- One-to-many classes
- Training trainers
- Team training days

### 5.3. SUPPORT

Support and maintenance packages can be tailored to individual client requirements including provision of 24/7 assistance. All users are encouraged to have a service level agreement that provides the level of support appropriate to their existing expertise. As standard we offer:

- Dedicated Help Desk support
- Remote analysis and fault finding
- System modification release service
- E-mail, fax and telephone support

#### 5.4. CONSULTANCY

Commsoft can consult on all aspects of the airline engineering systems arena. Complete turnkey management of Maintenance and Engineering systems can be provided to ensure all training, implementation and installation plans are achieved, taking account of the continuing demands of the client's day-to-day business.

Commsoft's consultants have undertaken the provision and management of technical records staff and the management of technical services, stores and purchasing departments. These and similar services have been successfully provided to airlines, MRO (3rd party) operations, maintenance and engineering departments, ERP and supplies companies.

Services available include but are not limited to:

- Project management
- Hardware procurement, maintenance, set-up and installation
- Cabling and network provision and installation
- Training services
- System interface definition and provision
- Security back-up and recovery services
- Financial accounting consultancy

## 6. COMMSOFT DIRECTORS



### **Gary Pollak**

#### **Chairman**

Gary started working in computers in 1965 when he joined the Automobile Association as a trainee programmer, before joining the supermarket giant J Sainsbury in their embryonic IT department. Whilst at J Sainsbury, Gary met Dick Rawcliffe and together they formed Commssoft. Their philosophy was to create quality software and to care for their customers in long-term mutually beneficial relationships. In the mid-1970's, Commssoft was contracted by Laker Airways to write all of their applications, including reservations, flight costing, flight planning, revenue accounting, inventory and maintenance planning. From these beginnings, Gary and his co-directors have developed a specialist aircraft maintenance systems company with a global customer base



### **Nick Godwin**

#### **Managing Director**

Nick graduated from Southampton University with a BSc(Eng) in Mechanical Engineering. In 1980 he joined British Aerospace (BAe), where he worked for 23 years in England, Scotland and USA in senior technical sales & marketing roles for commercial aircraft. Nick served on European Regions Airlines Association (ERA) board for 9 years. and was Part of BAe team that created AI(R), a JV with ATR, based in Toulouse, marketing regional airliners. In 2004, Nick left France and became the Marketing Director for Data Systems and Solutions ("DS&S"), a subsidiary of Rolls Royce. In 2008 he joined Commssoft as Business Development Director and in November 2011, Nick was appointed Managing Director of Commssoft.





**James Stock**

**Technical Director**

James's career started in 1973 with Logica, programming for IBM Mainframes, before moving to Marconi to work on Air Defence projects as a Software Team Leader. In 1979, James joined Commsoft as a Software designer and during the following years worked on a number of diverse IT projects. James became one of the key technical authors of software applications that would eventually lead to the OASES system. James was promoted to the Board of Directors in 1991, and he has continued to be involved in the technical aspects of OASES helping guide the product through various technologies to bring it to it's current version. James has an HND in Computing and has a keen interest in aviation matters in general, gaining his Private Pilot's license in 1982.



**David Pusey**

**Projects Director**

David joined Orion Airways in 1985 as a programmer directly from the college he attended in Derby, UK. Whilst at Orion, David was trained in assembly language & worked on a very early version of OASES. When Orion was taken over by Britannia Airways in 1989 & subsequently closed down, David contracted directly to a number of airlines who used OASES. David joined Commsoft in 1990 during the Farnborough air show & continued to develop early versions of OASES and was promoted to the Board of Directors in 1993, David ceased programming & concentrated on customer implementations & Project Management. Now, having worked with OASES for 25 years, David has been responsible for implementing OASES in around 40 organisations worldwide.

## 7. COMMSOFT'S ACCREDITATIONS AND AFFILIATIONS

