

École Nationale de l'Aviation Civile (ENAC) has selected Osiatis to industrialise and upgrade its information system

Osiatis helps improve ENAC's service quality at controlled cost

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Osiatis is a leading French IT service provider specialised in selective and future-proof IT management with complementary offers in the areas of engineering, support services and infrastructure and applications maintenance.

Osiatis has a workforce of almost 3,000 employees and is established in France, Belgium/Luxembourg, Spain and Austria.

Osiatis is listed on Eurolist of Euronext ParisCompartment C (ISIN code: FR0004044337) and included in the MIDCAC and SBF SM indices.

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Osiatis, a leading IT engineering and facilities management service provider, was selected in 2007 by École Nationale de l'Aviation Civile (ENAC), the French civil aviation school, to develop and launch a network and server supervision, surveillance and analysis tool and to implement an equipment management system. In addition to state-of-the-art expertise, Osiatis provides support, operating and administration services for applications.

ENAC trains students in every speciality of the civil aviation industry for both the public sector (the government's General Civil Aviation Directorate) and the private sector (airline companies, aircraft construction, etc.).

ENAC has decided to combine the ongoing international expansion drive with initiatives improve service quality (performance commitments, continuity of services, new skills) at controlled cost and to upgrade its applications procedures and know-how.

Osiatis will be using its unique knowledge of ITIL to industrialise ENAC's operations and to introduce innovative tools. *"We have selected Osiatis for its expertise in ITIL. The aim is to develop a more comprehensive approach to user requirements and to optimise service quality"*, says Guy Calas, IT Director at ENAC.

Bertrand Godin, Regional Director Western France, commented: *"Our on-site teams manage recurrent administration and supervision operations, adapt applications, provide technical support and documentation and monitor technological developments to ensure satisfaction for ENAC's users"*.