



**Sven OPITZ**

Project Management Offices  
Customer Services

**Digital transformation**

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Service Summit 2023  
Hamburg

**AIRBUS**

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**AIRBUS is a global leader in aeronautics, space and related services.**



**Airbus, Airbus Defence and Space und Airbus Helicopters**

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**134K**

Total workforce

**€ 449bn**

Order book

**€ 59bn**

2022 revenue

**AIRBUS**

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# We make it Fly!



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**22,942**

Aircraft sold

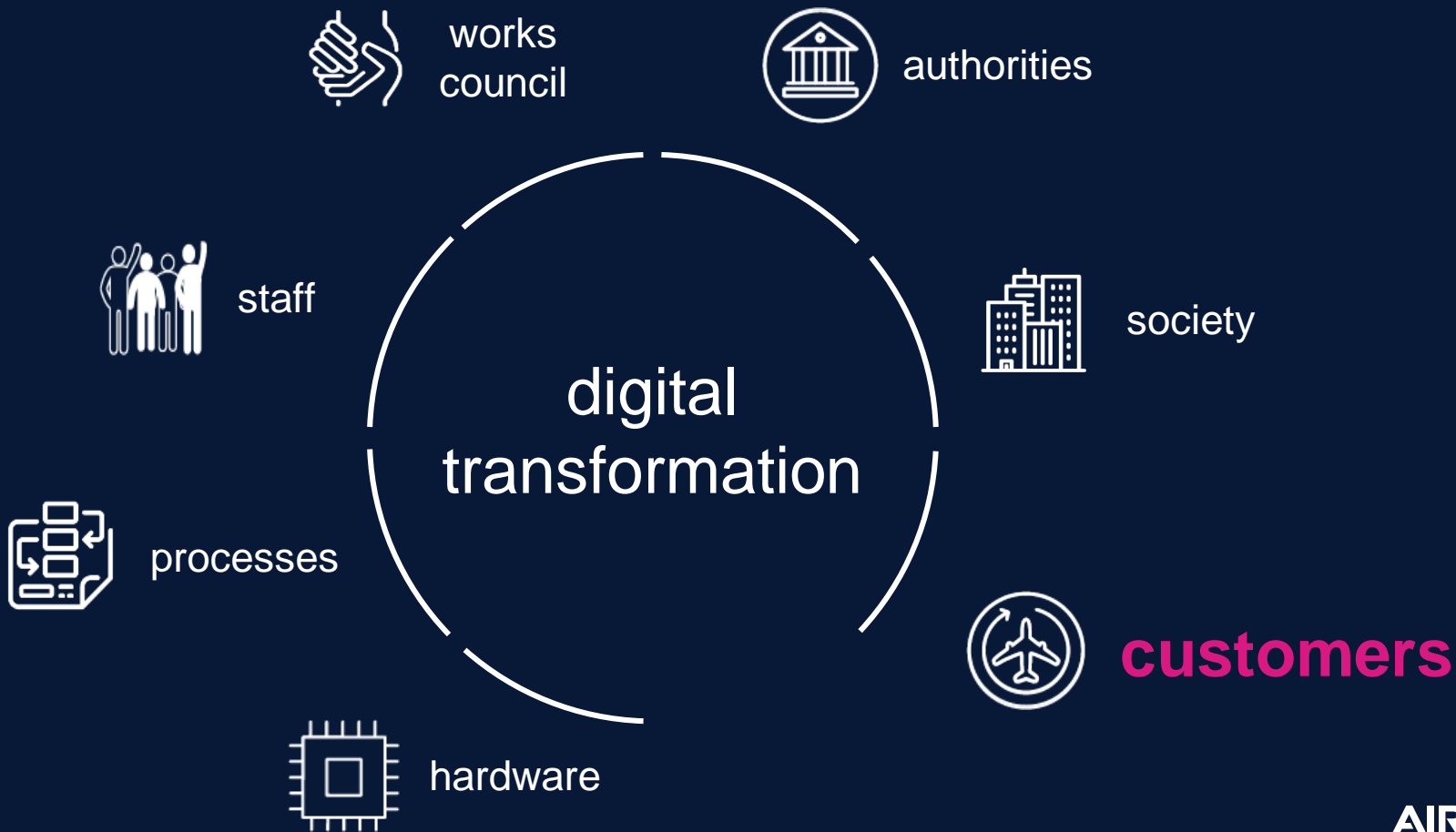
**400+**

Customers

**14,950**

Delivered

**AIRBUS**



# Industrialized data analytics as enabler

**skywise.**  
Core [ X ]



**Datasets**  
cleaned and reliable



**Advanced  
analytic tools**  
ready-for-use



**Applications**  
no code / low code development



**Solutions**  
fully integrated into AIRBUS IT

**Synchronization**  
real-time link between  
customers and AIRBUS IT

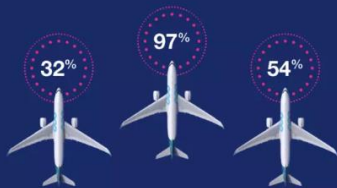


# Optimised aircraft availability



## Health monitoring

identification, prioritization and increased reactivity



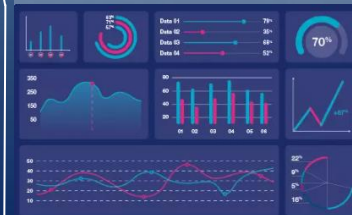
## Predictive maintenance

anticipate failure by analysis of aircraft sensors data



## Fleet reliability

benchmarking, root causes and solutions



# Digital operator services



Enhanced in-flight  
experience

cabin upgrades, connectivity and  
crew training services

Streamlined flight  
operations

system upgrades, flight ops and  
pilot training services

# Digital customer experience

Product  
visualization

look and feel, materials



Immersive  
applications

cabin experience,  
operative training and  
certification requirements



Real-time  
configuration

business models, pax handling  
and certification requirements



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# Digital end user experience

Customized  
amenities

multi-channel services and  
loyalty programmes

Digital reality

augmented features

User  
identification

guidance and assisted  
services

AIRBUS

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Thank you for your attention

