

# EMBRAER DAY BRAZIL SERVICES & SUPPORT

March 2018



**SERVICES & SUPPORT**

**JOHANN BORDAIS**



# Agenda

01. VISION & MISSION

02. MARKET SCENARIO

03. SYNERGY

04. SALES & GROWTH

# VISION

To be the *best in class*  
profitable customer  
Services & Support  
experience

# MISSION

Higher *focus on Services & Support*  
Improve customer experience  
Increase in service's revenue share  
More stable results  
Better profitability





# Market Scenario



# SERVICES & SUPPORT AT A GLANCE

**2,300**

SERVICES & SUPPORT  
#EMPLOYEES

**15%**

EMBRAER  
REVENUE 2017

**5,600+**

TOTAL FLEET



**COMMERCIAL**



**DEFENSE**



**EXECUTIVE**



**AGRICULTURAL**

SUPPORTED FLEET

**2,500+**

**700+**

**1,200+**

**1,200+**

CUSTOMER BASE

**205**

**50**

**850**

**788**

PRESENCE

**75 COUNTRIES**

**30 COUNTRIES**

**70 COUNTRIES**

**3 COUNTRIES**



# CUSTOMER SATISFACTION EXPERT



**85%**

DEFENSE  
AVIATION

**83%**

COMMERCIAL  
AVIATION

**#1**

PLACE IN AIN PRODUCT  
SUPPORT SURVEY

EXECUTIVE  
AVIATION

**93%**

AGRICULTURAL  
AVIATION



# WE ARE GLOBAL

# SERVICES & SUPPORT



24

WAREHOUSES



9

OWNED SERVICE CENTERS



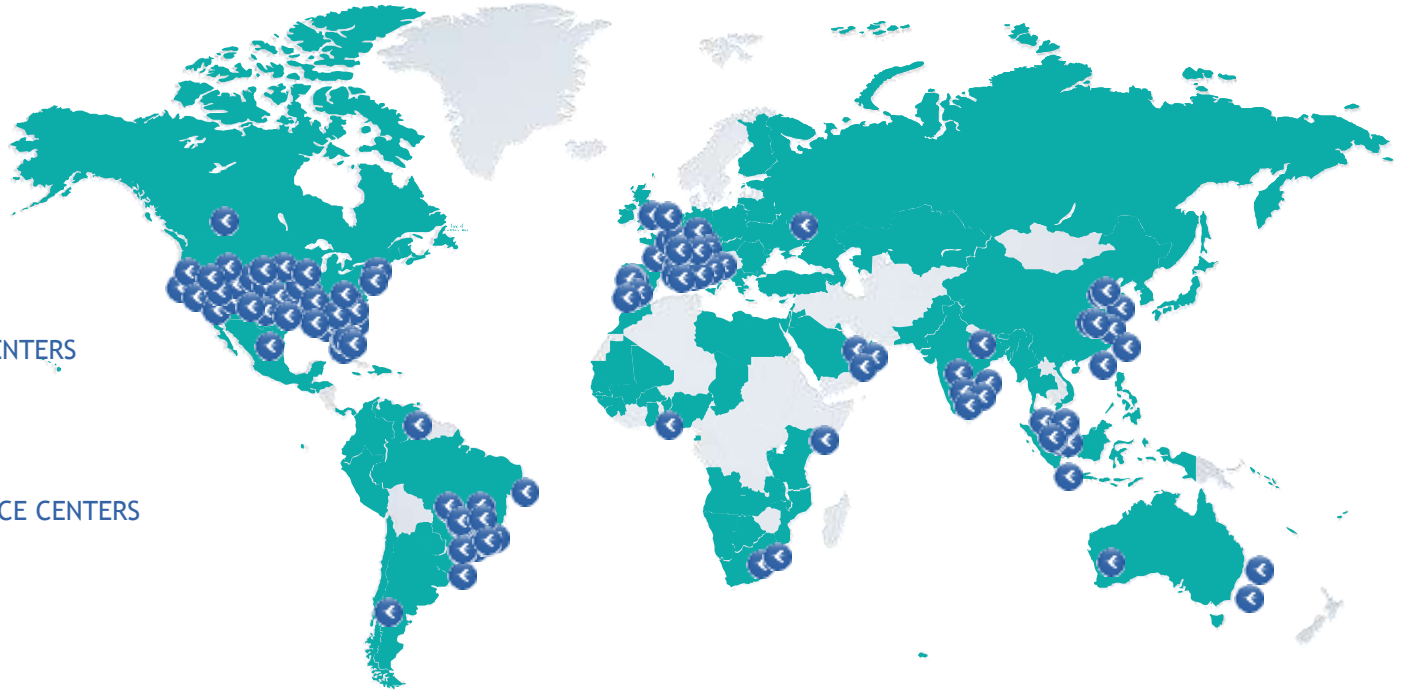
71

AUTHORIZED SERVICE CENTERS



110

FIELD SUPPORT





# Synergy



# SERVE THE CUSTOMERS VALUE STREAM

**PASSION**  
FOR EXCELLENCE



*Customer*

*Capture  
Customer needs  
and develop  
integrated  
Services &  
Support  
solutions*

*Sell and  
administrate  
Services &  
Support  
solutions*

*Deliver Services &  
Support Solutions  
Material Solutions  
Technical Solutions  
MRO Solutions*

*Customer and  
Shareholder*

**Commercial,  
Executive and  
Defense Segments**

**2018**



*Monitor and ensure operational excellence and  
customer relationship excellence*



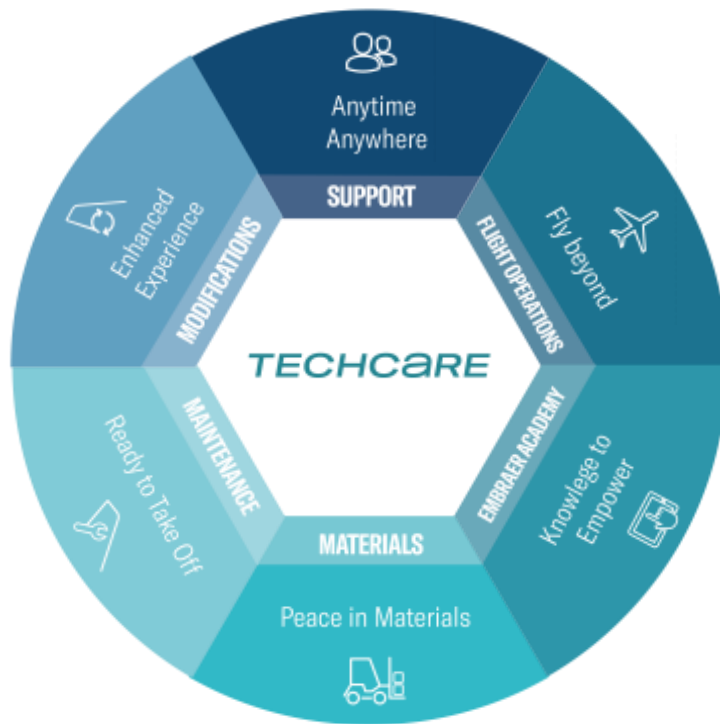


# Sales & Growth



# COMPREHENSIVE PORTFOLIO

To guarantee an optimized operation costs and availability



# SERVICES & SUPPORT BACKLOG 2018

Commercial,  
Executive  
and Defense  
Segments



# BUSINESS DEVELOPMENT OPPORTUNITIES

To be the leader in profitability  
in the aeronautical industry  
and recognized by customers  
as the best Services &  
Support provider

- Components Repair
- MRO New Businesses
- Aircraft Enhancement
- Training Solutions
- Merge & Acquisitions
- Integrated Services
- Parts Distributor & Logistics
- Services & Support Labs

STRATEGY

PRIORIZATION

DEVELOPMENT

OPERATION



# COMPETITIVE SCENARIO



**OAMs**  
Original Aircraft  
Manufacturer



**MRO**  
Maintenance  
Repair & Overhaul



**AIRCRAFT  
ENHANCEMENTS**



**MATERIALS**

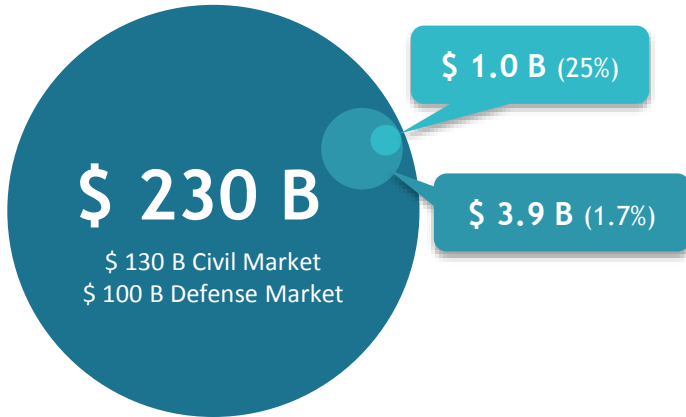


**TRAINING**

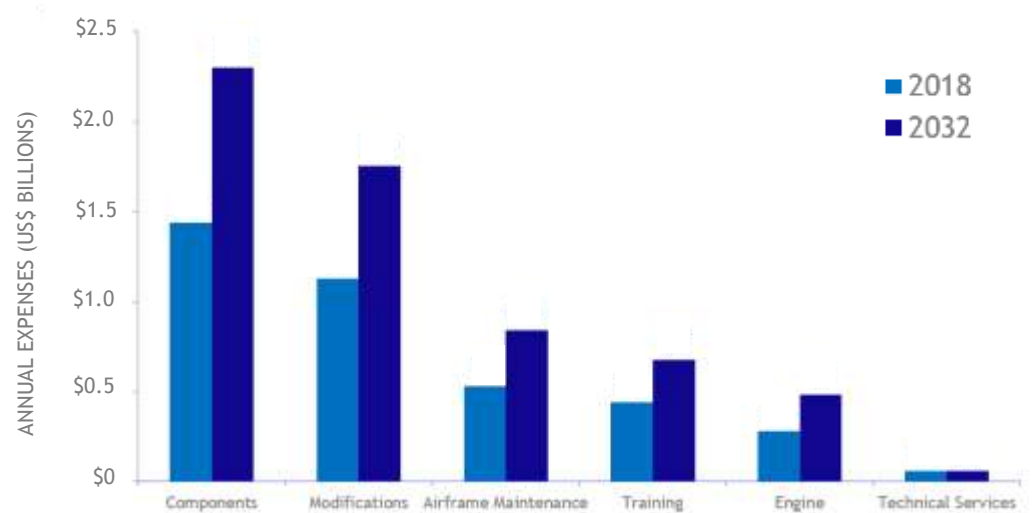


# MARKET FORECAST / SERVICES

2018



## EMBRAER MARKET SIZE



Global Market Size\*
  Embraer Market Size
  Embraer Market Share

Source: Embraer Services Market Intelligence - Commercial, Executive and Defense

\*Served Markets: Maintenance, engineering and upgrades; pilots/aircrew and maintenance training; pilots provision/flight operations; data sharing and data analysis solutions, flight navigation software and health management systems



# TECHCARE

Solutions to outperform



CHALLENGE.  
CREATE.  
OUTPERFORM.



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