



Flying in a digital world

User conference 2019

CAE user conference 2019 Newsletter 1

Dear **Customer**,

We are proud to introduce our very first CAE User Conference 2019 Newsletter!

As a valuable customer of ours, you have been invited to participate to the event planned from [May 13th to May 15th, 2019](#), at the [Marriott Château Champlain located in downtown Montréal, Canada](#).

For this issue, we are excited to share with you the agenda details and proudly present our newly designed Tracks session format as well as some very important information on how to attend the conference this year. Stay tuned, as we will continue to provide frequent updates!

Should you have any questions or suggestions on this Newsletter, please write us at UC2019@cae.com

Your worldwide training partner of choice



Conference agenda

A new addition for this year's conference! Your own User Conference experience is customizable by selecting two of the three great tracks we offer. Your track selection, provided during the registration process, will determine the agenda you are going to follow at the 2019 User Conference.

Monday May 13th, 2019

3:00 PM - 6:30 PM Conference Registration

6:30 PM - 10:00 PM Welcome Reception at the Château Champlain

Tuesday May 14th, 2019

7:00 AM - 8:30 AM Breakfast

8:30 AM - 9:00 AM Conference Opening Remarks

9:00 AM - 10:00 AM **Aviation Market Overview and impact on our industry by Frederic Morais**
Civil aviation market drivers are constantly evolving throughout the years and they continue to impact pilot demand. How can we develop better pilots, more efficiently? This presentation will provide insights on the key topics related to airline pilot training in 2019 and beyond as well as CAE's approach towards the growing needs for pilot training.

10:00 AM - 10:30 AM Morning Coffee Break

10:30 AM - 12:00 PM **Customer Experience Track:**
Let's explore the CAE customer satisfaction survey (Workshop)

Innovation Track:
Our most recent Instructor System Station (ISS) (Workshop)

Regulation Track: UPRT implementation:
Sharing Experiences and Learnings (Workshop)

12:00 PM - 1:00 PM Lunch

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Tuesday May 14th, 2019

1:00 PM - 2:00 PM

Customer Experience Track: Special Guest

Innovation Track: **Product Evolution Roadmap** (Presentation)

Regulation Track: **Regulatory update and ICAO Doc 9625, the path to standardization, harmonization and mutual recognition** (Presentation)

2:00 PM - 3:00 PM

Customer Experience Track: Dedicated time for Demos

Innovation Track: Dedicated time for Demos

Regulation Track: Special Guest

3:00 PM - 3:30 PM

Afternoon Coffee Break

3:30 PM - 4:30 PM

Customer Experience Track: **Cybersecurity** (Presentation)

Innovation Track: Special Guest

Regulation Track: Dedicated time for Demos

4:30 PM - 6:00 PM

Optional Wellness activities

6:00 PM

Meet in Hotel Lobby for Departure

6:30 PM -

CAE Dinner

Wednesday May 15th, 2019

7:00 AM - 8:30 AM

Breakfast

8:00 AM - 9:00 AM

Dedicated time for Demos

9:00 AM - 9:30 AM

Opening Remarks

9:30 AM - 10:30 AM

Most recent CAE innovations by Stéphane Selim

All market indicators are showing a strong performance in commercial aviation. As a provider of leading-edge technology, what are the most recent innovations that will contribute to ease your training needs? This presentation will describe innovations tailored to your environment including an overview of our productized approach.

10:30 AM - 11:00 AM

Morning Coffee Break

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Wednesday May 15th, 2019

11:00 AM - 12:30 PM

Customer Experience Track: Let's explore the CAE customer satisfaction survey (Workshop)

Innovation Track: Our most recent Instructor System Station (ISS) (Workshop)

Regulation Track: UPRT implementation: Sharing Experiences and Learnings (Workshop)

12:30 PM - 1:30 PM

Lunch

1:30 PM - 2:30 PM

Customer Experience Track: Special Guest

Innovation Track: Product Evolution Roadmap (Presentation)

Regulation Track: Regulatory update and ICAO Doc 9625, the path to standardization, harmonization and mutual recognition (Presentation)

2:30 PM - 3:00 PM

Afternoon Coffee Break

3:00 PM - 4:00 PM

Customer Experience Track: Cybersecurity (Presentation)

Innovation Track: Special Guest

Regulation Track: Special Guest

4:00 PM - 4:30 PM

Conference Closing Remarks

Thursday May 16th, 2019 – Optional Day at CAE Inc.

8:00 AM

Meet in Hotel Lobby – Transportation to CAE Inc.

9:00 AM - 11:30 AM

Focus Group - How can we work together to address FSTD operation headaches? by Sylvain Rousseau

The digital transformation of business, along with the advent of Artificial Intelligence, will fuel future growth and reshape economies. The insights we can obtain from Big Data analytics and Cloud based services are completely revolutionizing the way we live and work. The objective of this Focus Group is to exchange information on the various elements of FSTD operations that are critical to you, those that are causing headaches to your team and areas where you may need help. Together let's share experiences, propose ideas and discuss potential benefits from the integration of new cloud-based technologies in an FSTD operation environment.

11:30 AM - 12:00 PM

Plant Tour

Tracks information (new!)

Customer Experience Track

Presentation: Cybersecurity by Nick Giannias

Training simulators are not immune to computer security breaches and as hybrid enterprise IT/embedded systems, they pose a particular challenge to secure. This presentation will cover possible cybersecurity threats and architectures as well as standards that can be used to mitigate them, all with a focus on today's modern training simulators.

Workshop: Let's explore the CAE customer satisfaction survey by Evangelos Kourouklis

Come join us to learn about what we have discovered through your answers from our customer surveys. We will take you behind the scenes and share with you what you have told us and what actions we have taken. Also, we will explore the Net Promoter Score (NPS) measure and ask for your feedback to help us evolve the survey and ensure we get valuable and relevant feedback.

Our Special Guest will be announced in our next Newsletter.

Innovation Track

Presentation: Product Evolution Roadmap by Stephane Selim

In a world of a fast-moving technology reality, the Product Team will present the upcoming planned product evolutions – covering both the technological stack as well as OEM planned changes. The presentation will cover the various elements that will be introduced in the CAE Training Ecosystem that will allow a seamless transition of the Training Tasks between various CAE Platforms.

Workshop: Our most recent Instructor System Station (ISS) by Mario Bergeron

CAE released a new Instructor System Station in April 2016. This workshop is intended to get the feedback from our Customers. We would like your input from a software and hardware perspective to help us further enhance our solution and understand which evolutions could be most beneficial for our customers.

Our Special Guest will be announced in our next Newsletter.

Regulations Track

Presentation: Regulatory update and ICAO Doc 9625, the path to standardization, harmonization and mutual recognition by Itash Samani

The first part of the presentation will focus on a regulatory update on flight simulator training device (FSTD) related standards and regulation, including an overview of the most recent publication of the EASA regulations for UPRT. It will also address how these requirements compare to the equivalent FAA and ICAO requirements. The second portion will focus on how ICAO Doc 9625 provides the means to establish a single global technical standard for the qualification of devices. We will also explore the basis for defining the appropriate use of the device in a training program as well the benefits of a globally harmonized set of requirements that can provide for mutual recognition of FSTD qualification.

Workshop: UPRT implementation: Sharing Experiences and Learnings by Walter Loch

As we all know, the UPRT has been one of the key topics in our industry for the past two years. During this workshop we are seeking to understand customer feedback on the implementation and operation phases (e.g. What kind of issues you are having, how much time you spend a week in the high vibration events, etc.) We will also present a CAE summary of UPRT deployment, including some of our first impressions of EASA deliveries, issues to be ironed out between EASA and their NAA counterparts, as well as between operators and EASA.

Our Special Guest will be announced in our next Newsletter.

How do I register?

You should have already received an invitation from our partner Eventbrite. Simply click on the "Attend Event" button included in the invitation email.

If you are experiencing difficulties to register or have not received the invitation, please send us an email at UC2019@cae.com and we will help you out.

Hotel information

We recommend that you stay at the same Hotel as the conference. Click on the link provided below to use your preferred CAE customer rate at [The Marriott Château Champlain](#). The Hotel is located at 1050, de la Gauchetière Street West, Montréal, Québec, Canada H3B 4C9.

CAE has access to a unique group rate for a limited number of rooms. We suggest that you book your room as early as possible to benefit from the group rate.

Click on the following link to book your [Hotel room](#).