



CONCEPTION | INTEGRATION | SERVICES

> E-Letter n°27 - October 2013

SUMMARY

- ▶ [EDITORIAL BY FRANCOIS LACOSTE](#)
- ▶ [GLOBAL SERVICE OFFER](#)
- ▶ [INTERVIEW ADAR](#)
- ▶ [INTERVIEW BARCOVIEW TEXEN](#)
- ▶ [INTERVIEW ALPINE AIR SUPPORT](#)
- ▶ [DFS TROPHY](#)
- ▶ [QUALITY CERTIFICATIONS AND APPROVALS](#)

NSE Group has more than 800 employees dedicated to customer service in the Electronic, Computer and Telecom domains, in the sectors of civil aircraft, defense, industry.



▶ EDITORIAL BY FRANCOIS LACOSTE

Dear All,

Autumn is usually the period of a "New Start".

We have been quite busy with different projects and organisation changes within NSE.

Regarding NSE Group :



- In Canada, we bought 100% (we already held 50% of the capital since 2010) of the Canadian subsidiary NSE AUTOMATECH, 110 people are working in the wiring, integration, high precision machining, surface treatment in the aerospace, heavy industry and medical sectors. This is an important part in the deployment of all of our activities in North America (www.nse-automatech.com).
- After obtaining all administrative and legal approvals, our subsidiary, JV HICAL-NSE eligible for offsets, has started in September its support activity, repair, wiring and integration of electronic equipment in Bangalore in partnership with HICAL.



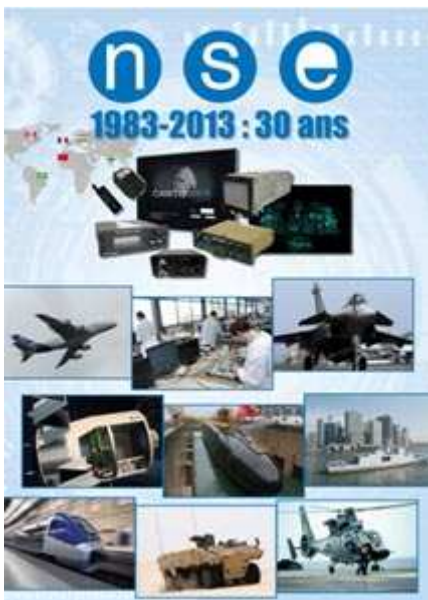
- NSE Brasil won significant and multi-year contracts in the aircraft wiring and battle tank activities. The company has also obtained the Brazilian quality certification equivalent to AS9100.

In France :

- NSE Industries continues to expand its activities, including night vision & data recording and spread its repair & support activities in its international subsidiaries.
- NSE BU integrations has concluded market studies and integration of equipment for civil and military aircraft, which has highlighted the recognition of our expertise.
- NSE Services BU continues its customer and product diversification on Vichy site.

We will regularly review our organization in order to focus on our customers and the markets.

1983 - 2013: October 11, NSE has celebrated its 30 years of activity. There are now 800 employees worldwide. On the occasion of this anniversary, we are publishing a map overview & poster that you will find below.



Thank you for your attention in reading this e-letter.

François LACOSTE
CEO

▶ GLOBAL SERVICE OFFER IS A REALITY

Indeed, Services activities have been part of NSE for more than 25 years, Business Unit Services is as an integral division among the 3 business units of NSE Group.

The long standing competencies of NSE different divisions enable the Group to provide Services for Manufacturers, OEM, Retailers on Aeronautics, Electronics, IT & Telecom markets. This global offer is based on :



▶ **Customer Care Centre made up of 100 multilingual agents with administrative & technical skills speaking 14 European languages.**

- Customer Request Management
- Control Tower : Control & coordination of internal and outsource activities



▶ **Multilingual specialists of TMS (Transportation Management System) offer a full international range of carrier services providing customers with added-value:**

- Delivery and collection in Express or International Freight
- Collection with control and transfer of responsibility before packing
- Synchronized Swap at customer's site in Europe and desynchronized internationally
- International management of partial or complete batches
- Management of a close remote stock for customer
- Express scheduled deliveries
- Transits and Custom Clearance operations abroad
- Added-value on-site interventions and installation.



▶ **5 complementary sites offering a quick & quality repair service :**



Civil and Military Aeronautics

NSE team based at Maillane, Brive & Taverny has full capacities in terms of OSM (Operational Support Maintenance) on civil and military aviation equipments authorised EASA , FAA et TCCA :

- Repair (more than 8500 Part Numbers on capalist)
 - o Radio Communication,
 - o Radio navigation
 - o Instruments
 - o Cabin equipment
 - o APU
 - o Electromechanical assemblies
 - o Electronic power module.
- Obsolescence Management
- Retail of spare parts in stock (more than 24 000 parts) or with our retailers network

NSE team based in the International Clermont-Ferrand / Aulnat Airport provides on-site service on an international stage or at NSE aviation hangar (1500m2) for :

- Avionics Installations
- Electronics modifications
- Services Bulletins realisation
- Refurbishment management



IT, Electronics & Telecoms

NSE team based in Vichy is dealing with more than 25 000 IT, Electronics & Telecom products per month. The service is adapted to the value and the specifications of the product :

- Refurbishment
- 1st Level Repair : Software
- 2nd Level Repair : Module
- Repair of sub-components



- ▶ **NSE is a logistics added-value operator for following services :**
 - Tests / Technical updates/ Reconditioning /Upgrading of PAD and retractions
 - Centralized Multibrands RMA Management
 - Refurbishment for whole units
 - Batch Processing: Rework
 - Configuration / Updating Products
 - Planning and supply of Spare parts and whole units
 - Spare parts and whole units Storage
 - Processing and shipping orders
 - Recycling according to standards (ISO 14001) and directives (DEEE)

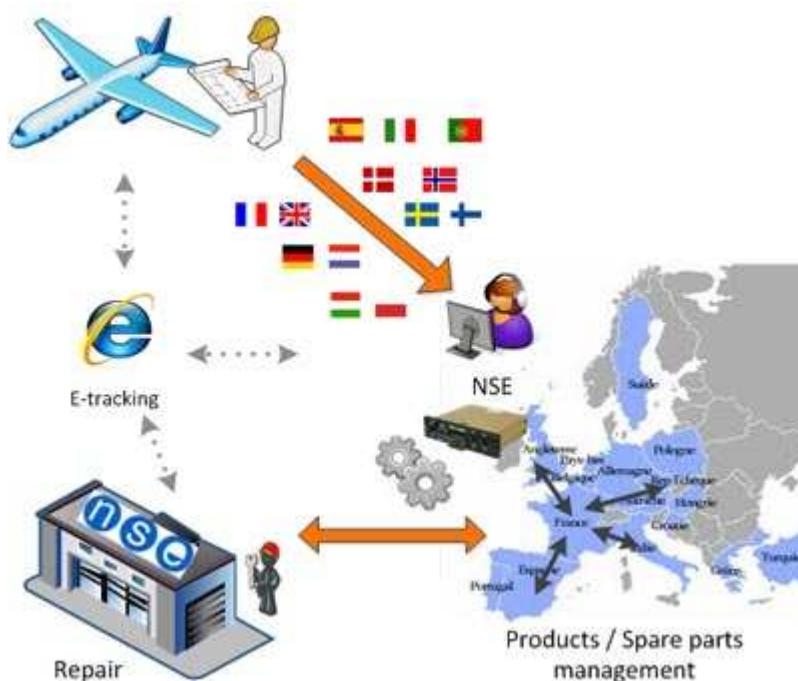
B.U. Services has the following certifications & approvals :

- ISO 9001; EN 9100; ISO 14001; AQAP 2110
- FAR 145; PART 145; POA PART 21 G; APDOA Part 21 J



The introduction of our global offer has always received a positive feedback from our customers. The global offer is made up of autonomous and complementary services with the customer current situation.

All our offers are personalized; here below an example of a global service :



Michel BRUEY
MRO Coordinator
NSE Industries

Antoine LACOSTE
Commercial Manager
NSE BU Services

▶ INTERVIEW ADAR



Interview of Edmond MALKA, General Director, by Antoine LACOSTE, Commercial Manager BU Services.

Antoine LACOSTE - Could you please introduce ADAR?

Edmond MALKA - ADAR has been founded in 1991 in Toulouse as a specialist of telecommunications.

For the past 5 years, our company has been highly specialized in Telecom products. We have developed a reputation of seriousness & customer satisfaction in terms of services. Today, we work with the main players of Telecoms: Operators, MVNO, Retailers and also Specialists of construction industry thanks to the ruggedness of our products.

What are the evolutions of ADAR ?

Our field of actions is very diversified. Our open-mindedness and frequent worldwide travels, enable us to be pioneers on the French & European market. Our foreign partners worldwide guarantee the commitment to meet all challenges.

Quality & Innovation are the leitmotiv of our activities, therefore ADAR has been able to adapt to the new technologies thanks to :

- Meeting new partners offering new services such as Push-To-Talk & geo localisation,
- Offering innovative & rugged products to specific markets,
- Adapting to the last technologies : our first rugged phone was a " bar phone ", today the M.T.T range of product is composed of IP 67 & IP 68 Smartphones & tablets.



Is the Service important in ADAR offer ?

From the beginning, we have been always concerned by the quality of the after-sales services.

Our products have two-years warranty. Our aim is the customer satisfaction through online technical support, quick repair & product update.

We are dealing with the main countries in Europe & America. Our will is to offer those services to our Clients, with NSE for Europe and CTR Americans.

The Service is an important issue. Therefore, we chose a partner such as NSE in order to meet, now and in the future, the customer satisfaction.

o Why did you choose NSE ?

In order to meet customer satisfaction, we had to have a reliable partner with European competencies to manage a global service process, including Customer Care, logistics and mobiles phone repairs capabilities.

Moreover, thanks to NSE experience & proximity, we were confident enough to entrust the complete service management of our products to NSE.

Edmond MALKA
General Director
ADAR Générale Télécom Services

Antoine LACOSTE
Sales Manager
NSE BU Services

▶ INTERVIEW BARCOVIEW TEXEN



Interview of



M. François BASTIEN, Program Procurement Responsible
M. Jean Luc POMIER, Sales Director France

Defense, Aerospace and Training Division
BARCOVIEW TEXEN

by **Christelle GUILLAUMIN, Sales Engineer NSE BU Intégrations**

Christelle GUILLAUMIN - Could you please present us BARCOVIEW TEXEN and its main activities ?

François BASTIEN - Jean Luc POMIER - BarcoView Texen is Member of Barco Group, world leader for professional visualization solutions. The entity of Barco based in Toulouse is specialized in the design and support of naval consoles as well as rugged computers programs for defense applications. The manufacturing is subcontracted locally for the small series and completely realized in Barco factories for mass productions. Barco's offers are marketed by the group Barco worldwide, mainly towards Europe, Southeast Asia and the US. Regarding Barco Toulouse site, the number of employees is 60, mostly engineers in the Research and Development department.

NSE is an historic partner of BARCO Group, especially the entity BarcoView Texen. Which is the kind of services you do entrust to NSE ?

The NSE Group is a major actor in the Defense Industry in France. Mastering core competences required on this sector, we decided, since several years, to entrust to NSE the manufacturing and test of embedded naval consoles as well as very high-tech rugged computers.



Through to its expertise and engineering capabilities, NSE brings out to Barco the added value we need during our phases of prototyping and pre-series.

What are the differential advantages you could highlight at NSE ?

NSE offers a great reactivity. Facing the challenges imposed by the market (short leadtimes, modifications...), NSE successfully adapted its capacities to be " present " and allowed our customers to achieve a high satisfaction level.

What is your point of view about the market evolution? Which impact do you think this will have on your suppliers' panel?

The defense market became tighter in Europe and in the United States but it still presents various opportunities in emerging countries (BRIC). Our customers are consequently very attentive on the aspects of flexibility, reactivity but also competitiveness. However, we succeeded to keep a differentiator advantage by the technology, but these new parameters have to be integrated in order to have a competitive offer all over the world.

What do you expect from your supplier or partner ?

In a very tight market, strongly competitive, BARCO has to work with international suppliers, able to offer competences

and reactivity. As we know, the serial productions are more and more realized in the framework of offsets contracts. Our European partners have to perform on prototyping and enable the transfer to our offset factories worldwide.

François BASTIEN
Program Procurement Responsible
Defense, Aerospace and Training Division
BARCOVIEW TEXEN

Christelle D'AGOSTIN
Sales Engineer
NSE BU Intégrations

Jean Luc POMIER
Sales Director France
Defense, Aerospace and Training Division
BARCOVIEW TEXEN

▶ INTERVIEW ALPINE AIR SUPPORT



Interview of
Peter LEWIS, CEO of Alpine Air Support
by **Guillaume LAURIN, General Director NSE Industries.**



Guillaume LAURIN - Could you say a few words about your company and your activities ?

Peter LEWIS - Founded in 1996, Alpine Air Support GmbH, owns and distributes helicopter spare parts exclusively for Eurocopter Dauphin types. We are an independent Swiss aerospace company based next to Zürich International Airport, supplying quality helicopter parts worldwide. We keep all of the most widely utilized serialized components on the shelf for the Eurocopter Dauphin series of mid-size helicopters (including EC155).

What are the specific requirements of your market and the needs of your clients ?

In spare parts business, the key task is to keep your customer's helicopters flying. Dauphin operators know that they can trust our name, our quality and fair pricing structures. So when our customers need that "vital" spare part for either routine stock ordering or for AOG situations, Alpine can offer a comprehensive exchange program where we supply a tagged, serviceable unit on advance exchange, "off the shelf" for immediate worldwide shipping.

What are the services provided by NSE ?

We are using NSE as a valued repair station. To render the services we offer, we have to rely on our repair stations. We are very "picky" in choosing whom we work with and have been using the repair services of NSE for many years to our full satisfaction. They are a reliable repair shop to us, offering quality workmanship and service. If required, they will turn a unit in no time and do whatever is necessary to get it back to us. It's always been a pleasure to work with them. We go the extra mile for our customers and request the same from our repair stations.

What are the benefits you find in working with NSE ?

As mentioned earlier, we need our repair shops to be available for us. We cannot work with someone who doesn't stand by their quality or takes forever to complete a component. With NSE we have found a reliable station, which we trust.

What do you expect from your repair station ?

What we request from our repair stations is of course quality work. The shop has to offer acceptable turn-around-times, which requires them to have the regularly used spare parts on the shelf to be able to complete the final component quickly.

Alpine Air Support and NSE were both at the Helitech Show.

Peter LEWIS
CEO of Alpine Air Support

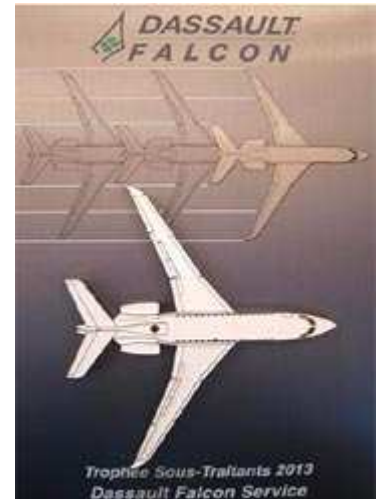
Guillaume LAURIN
General Director NSE Industries

DFS TROPHY

Wednesday October 16th 2013, NSE BU Integrations received from the Industrial Director of DASSAULT FALCON SERVICES the Trophy of the Best Subcontractor 2013.

Our teams received this trophy in the frame of EASY 2 Program for direct modifications on aircraft. We establish quotations for the different SB regarding with these modifications, prepare the technical files following the activity, carry out the modifications, control and deliver the conformity statement.

Congratulations to the aircraft teams of NSE managed by Eric GESTIN.



QUALITY CERTIFICATIONS AND APPROVALS

Certified Quality Management systems

All companies and subsidiaries of NSE Group realizing design, manufacturing, integration and services activities are certified ISO 9001. The Certification of a Quality organization is a guarantee to our Clients of the respect of their requirements by a process control and a will of permanent improvement.

In order to guarantee the conformity of our Quality systems to our Clients business:

- Production or repair sites of NSE Group, as well as our subsidiaries NSE Brasil and NSE Automatech, have a certified **AS/EN9100** or **AS/EN9110** organization, in order to secure the respect of the demands of our aircraft customers
- Our subsidiary NSE Automatech is certified **ISO 13485**, in order to answer to the requirements of its activity regarding medical units
- The certification **AQAP2110** enables our site of NSE Riom to carry out its integration activity for the main Defense contractors
- For several years, our service activity is following an environmental process. Today, this activity is certified ISO14001. The extension of this certification is in progress for all repair sites, and will be further extended to production sites.



Approvals from aircraft authorities

In design activity

The approval **PART 21J** issued by EASA enables R&D departments of NSE Industries and NSE BU Integration to design and develop modifications on civil aircraft and additional approvals, certified by EASA, which can be transposed to most of the worldwide authorities.

In production activity

The approval **PART 21G** issued by EASA enables production sites of NSE Industries and NSE BU Integration to manufacture and deliver directly to clients and fitters of certified aircraft parts.

In repair activity

Maintenance, Repair and Overhaul (MRO) of aircraft equipments is one of the main activities of NSE Group. This activity is based on approvals issued by EASA (**PART145**), FAA (**FAR145**) and Canadians authorities (TCAC). These certifications enable our maintenance stations to repair and deliver equipment directly installed on our clients' aircraft, and our site of Aulnat to carry out repair and modification interventions on aircraft.



NSE Group strategy is the development of MRO activity for aircraft equipments in its subsidiaries. To achieve this purpose, subsidiaries have already or are about to started a certification process with the aeronautic authorities of Brazil, Canada and India.

Military aircraft activities are now managed by rules allowing airworthiness similar to those of civil domain. Therefore, the certification FRA145 of NSE Industries is in progress, regarding its activities of aircraft equipments maintenance for Air Force.

Our aim is bringing the best service to our clients, ensuring them that their requirements are fulfilled, in a process of permanent improvement

Louis-Marie BOURCIER

NSE Industries Quality Technical Director

Laurent FAVIER
NSE BU Services
Quality Manager

Yannick RIGAUD
NSE BU Integrations
Quality Manager



PLEDGE OF QUALITY

NSE Services sites are certified by l'AFAQ under reference QUAL/2003/19690. Certification ISO 9001 and ISO 14001.

Declaration CNIL # 1677290

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