

Knowledge Process Outsourcing



Business reinforced, re-imagined,
revitalized

Expand your knowledge; expand your capabilities

When business as usual becomes a liability ... when your institutional know-how is old school ... when resource constraints stand in the way of necessary change.

We are ready to empower your enterprise with a full suite of Knowledge Process Outsourcing services and support that benefits every aspect of your company's business, from the back office to the front lines.

We will help your organization boost its analytical and technical capabilities, transform its processes, harness and automate transactional data, and reduce complexity to allow you to win, now and in the future.

Beyond BPO: strengthening the core of your business through KPO

Business Process Outsourcing (BPO), the lifting and shifting of functions offshore such as call centers and tech support (typically to access lower labor costs), has provided businesses with a temporary improvement in efficiency and manpower management.

However, technology-fueled factors such as digital transformation, shorter cycle times, and increased market pressure are driving companies to further refine their business models. It's about how they do business, not just where. It's about sustaining improvement.

KPO: five key benefits



Access to
skilled workers



Better human
resource and time
management



Access to the latest
technologies and
business processes



Shorter time to
market



Reduced costs

KPO services are highly specialized and knowledge-based. They rely on highly trained human talent with unique skill sets, and advanced technologies to reduce costs and transform the process of doing business. KPO represents an investment in your company's intellectual capability.

Value creation through ThoughtFocus' KPO

Substantiated cost savings, operational efficiencies, ability to scale, access to a highly trained and talented workforce, improved process quality, and a quicker time to market are just some of the reasons the aviation industry turns to ThoughtFocus.

Based on our deep understanding of aircraft, regulatory requirements, and procedural demands, ThoughtFocus provides personnel, processes, and systems that change how you compete. Our KPO leadership team learns

your business from the ground up, allowing you to outsource key technology functions and capabilities; keeping you ahead of the ever-accelerating market curve.

Employing advanced technologies, such as Bots digital assistants that automate processes, we capture data and develop analytics that drives change throughout your organization. Our experts utilize leading edge technology, thereby sustaining process improvement.

Our KPO solutions are uniquely tailored. Using our RAPID transition methodology deployment model, our enterprise team employs their knowledge, tools, and experience to effectively transition your organization while meeting your near and long term business goals.

10 critical core enterprise performance areas

- Engineering and product design
- Digital transformation strategies
- New technology implementation
- IoT solutions and cloud computing
- Supply chain management
- Warehouse/distribution logistics
- Advanced product development
- Manufacturing production and automation
- Quality and test
- Marketing, sales, and eCommerce

ThoughtFocus' advantage

- Vast A&D experience
- Broad spectrum of integrated support services
- Global footprint and around-the-clock availability
- Advanced analytical and technical skills
- A high degree of specialist expertise
- Advanced cloud platform and IT systems design
- Automated diagnostics, predictive analytics
- Innovative digital technologies for self-learning, artificial intelligence, automation, and hyperconnectivity

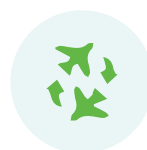
Leverage our wide scope of engineering resources, talent and support for product design, reverse engineering, software development, flexible manufacturing, testing and certification, and 3PL services for scaling your business.

Enhance your product build capabilities, improve on-time performance and quality, get to market faster, and deliver high-reliability products that are vital to your customers and worthy of your company.



Strategic planning and customer development

- Call center solutions
- Business surveys
- Competitive analysis
- Market studies
- Customer questionnaires
- Fleet forecast and analysis



Aircraft transition management

- Aircraft and engine re-marketing
- Component validation and documentation
- Engine management
- Lease management
- Aircraft pre-purchase inspection
- Records scanning, digitization, and management
- Technical counsel and advisory
- Airline maintenance audits
- Aviation risk assessment



Supply chain logistics

- Process design - SCOR model
- Supply management and asset value protection
- Vendor sourcing and supplier management
- Bid preparation and analysis
- Supplier quality certification and compliance
- Procurement planning and operations
- Fulfillment workflow analysis and support
- Delivery analysis and assurance
- Warehousing (receiving/shipping/re-stocking)
- J-I-T distribution logistics
- Inventory control
- Labor assignment



Manufacturing production

- Lean manufacturing implementation
- Product design analysis and validation
- Manufacturing engineering
- Work plans development
- Tooling design for new production
- 1st Article inspection for original-new and new-replacement parts
- Production capacity analysis and optimization
- Production floor management and support
- Test fixtures, quality test, and inspection
- Continuing compliance and certification
- Product engineering design and development
- Visual controls
- Quality management
- 3D inspection and printing
- Video monitoring
- Assembly kit scheduling and flow



International trading compliance

- HTS classification
- Export license management



Aftermarket

- Create, monitor and manage flight hours and flight cycle programs
- Phase-based service, lifecycle monitoring, and advanced service forecasting
- Track serialized production for warranty, recalls, compliance, traceability, and pedigree purposes
- Teardown and used materials management; prepare parts for entry into service
- TAKT time performance enhancement
- Warranty management
- MRO/repair service operations overhaul and support
- Repair management
- Service parts and distribution planning
- Inventory warehousing and fulfillment . Call center, tech support, and customer care services
- STC certifications
- Teardown and parts harvesting, management and sales
- Aftermarket PMA/DER repair

Rich in aviation and defense industry knowledge and experience

From an initial product or project design and development to certification, manufacturing, service modification, and finally disposal, ThoughtFocus' industry-experienced team provides the speed, scalability, and agility necessary to assist you in delivering on-time under-budget aerospace solutions throughout the product lifecycle.



The ThoughtFocus way

Our client-focused solutions are backed by a thorough understanding of the aerospace and defense marketplace.

We offer you incomparable value across the aircraft lifecycle, component design and manufacturing to product testing and certification, initial sale to ferry flight movement and delivery services, managing aircraft acceptance and document readiness to overseeing teardown and disassembly, inventory management and logistics to surplus parts marketing and sales. ThoughtFocus stands ready to advise, lead or support your business in whatever way necessary.

Relying on program leadership experience, proven enterprise solutions, and implementation expertise spanning the entire aerospace sector, ThoughtFocus works efficiently and effectively within and among your organization, extended enterprise, customer programs, and trading partners. We manage program and new technology deployments from strategic development through sustaining operations, all with a critical eye to the bottom line.

From concept through aftermarket, comprehensive A&D product lifecycle and support

With solid foundations and proven success in OEM, MRO/Repair and aftermarket parts environments, and unsurpassed engineering and technology capabilities, ThoughtFocus serves as a premier product/service development partner for companies across the commercial and military aviation and aerospace spectrum.

A&D Solutions



Assessment

- Airplane physical inspection
- Asset valuations: aircraft, engines, and components
- Interior design
- Maintenance program assessment
- Operational audit (ETOPS - foreign regulatory)
- Service bulletins
- Records review



Planning execution

- Aircraft teardown management
- Engineering design: interiors, connectivity, and airspace
- Historical records scanning; portal management
- Life-limited materials - support landing gear exchanges, engine runs, and borescopes



Maintenance check execution management

- Modification planning
- MRO project management, parts procurement and management, and new, used, and kits component overhauls
- Transition planning, ferry flights, and aircraft storage

Experience

Supporting aviation and aerospace with advanced engineering design, manufacturing and compliance testing of new and upgraded parts. For product line expansion, new market initiatives, and better, more cost-effective business process management.

Partner in your success

- A valued business partner to aviation businesses around the globe, ThoughtFocus assists partners in lowering costs, scaling growth, and improving time to market.



- An integral part of your solution delivery team, we form strong relationships with your management, manufacturers, and suppliers; ensuring complete transparency and tight alignment between teams and executive priorities.

Product delivery experts

- We offer a global footprint with domestic and offshore capabilities and facilities for industrial engineering, software development, and hardware design, and manufacturing. You leverage these capabilities to extend your product and service lines, optimize costs, tap additional expert resources, and adapt to a fluid global industry.
- We offer you the flexibility to scale operations to seize market opportunities, while enhancing, and sustaining existing product lines.

Business transformation visionaries

- We know aviation and aerospace manufacturing, design, testing, and IT from OEMs to aftermarket service providers. Our team is continually advancing our industry experience and methodologies, investing in personnel and tools, and creating innovative solutions to supply chain challenges.
- Our history in re-engineering processes and implementing strategic enterprise solutions has helped our business partners optimize logistics cycles, establish manufacturing and supply chain networks, overhaul existing systems and approaches, and achieve significant cost savings.

About us



ThoughtFocus helps forward-looking companies and organizations in the financial services, manufacturing, and higher education/public services sectors innovate and achieve a better future faster. ThoughtFocus' innovative and cutting-edge technology solutions enable its customers to deploy new capabilities faster, deliver better user experiences, and drive operating efficiencies. We do this through executional excellence and mitigating the risk of change. With headquarters in the U.S., the Company has more than 2,100 employees in locations spread across five countries.

For more information, please visit the company website www.thoughtfocus.com.

