



EMBRAER CREATES NEW BUSINESS UNIT DEDICATED TO SERVICES AND SUPPORT

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Embraer announced the creation of a business unit focused on services and customer support, which will be led by Johann Bordais, who is currently serving as the Director of Services and Support for Embraer Commercial Aviation.

“The new business will bring together capabilities that are currently spread throughout different business areas to offer customers a broad portfolio of solutions,” said Paulo Cesar Silva, Embraer President and CEO. “We see an opportunity to expand and integrate services and support.”

The new business will start operating in the first half of 2017 and will be responsible for developing solutions in support of current and new products and services, as well as for managing the associated processes and resources. The daily customer relationship structure (sales and technical support) will remain under the responsibility of each business unit; Commercial and Business Aviation as well as Defense & Security.

“We are in a long-cycle business that is naturally demanding on services, favoring long-term relationships with customers,” says Johann Bordais. “For the customer, this initiative combines a long experience in customer service, with the agility and competitiveness of a service center. For Embraer, it represents an opportunity to obtain greater operational efficiency and recurring revenues.”

There are currently around 2,000 Embraer aircraft in operation, just in commercial aviation. In addition, there are over 1,000 Embraer executive jets, as well as defense planes. Over the next 20 years, an estimated 6,400 new aircraft will be put into service, in the category of commercial jets up to 130 seats, alone. In business aviation, forecasts indicate that there will be more than 8,000 new jets placed into service over the next decade, not counting the commercialization of the pre-owned fleet.

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