

Venice, February 24, 2010

### **SuperJet International: success for its first Customer Services Operators Conference**

The first "Customer Services Operators Conference", organised by SuperJet International at the Tessera premises from the 9th to 12th of February 2010, was a further step towards creating an efficient and fair SJI Customer Relationship Policy, as well as a prolific and fair talk with SSJ100 programme participants.

Fair communication constituted the main topic of this conference. SuperJet International was aiming this event at improving its communication with customers, suppliers and partners in view of the approaching crucial phase of entry into service (EIS) for the Sukhoi Superjet 100 (SSJ100).

The Chief Executive Officer Mr. Alessandro Franzoni opened the conference, giving a general overview of SuperJet International, its major achievements and activities. Mr. Franzoni also provided the audience with an update on the SSJ100 Programme Status. "This conference highlighted the importance of a strong coordination among SJI, customers, suppliers and partners. Full and complete evidence was also provided on the progress achieved in setting up all infrastructures and partnership in Russia in order to make the EIS a smoother experience for our initial customers, including status of SJI's Russian branch and Training Center. We are acting like a unique team tasked for success, made up of both international aviation experts and young extremely motivated engineers" said the CEO.

The three days conference focused on the following main topics: SJI Customer Services activities progress, after-sales services market analysis for regional jets, EIS support and start up team, integrated life-cycle solutions, spares and logistics, awarded certifications, training and flight operations services, service engineering, SSJ100 Maintenance Support, suppliers support to EIS, and virtual aircraft platforms as a base for engineering support and training applications.

During the session, Mr. Giovanni Simonetti, SVP Customer Services with SuperJet International, chaired an "After Sales Support Strategy" panel on how building up an effective Customer Services Organization.

"We were committed to have this conference allowing the future SSJ100 Operators and all our other potential customers to receive an update about the after-sales support activities and let them be informed of what we're implementing for supporting the upcoming aircraft EIS" stated the SVP of Customer Services. "Indeed, I am very confident that the SSJ100 will achieve all the planned EIS milestones and that the win-win relationship we are building with customers, based mainly on our Super-Care Plan concept, is the key factor of our reliable services policy" added Mr. Simonetti.

## **About SuperJet International:**

SuperJet International, based in Venice, Italy, is a joint venture between Alenia Aeronautica, a Finmeccanica Company (51%) and Sukhoi Holding (49%). It is in charge of marketing, sales, customization and delivery of the Sukhoi Superjet 100 regional jet in Europe, the Americas, Oceania, Africa and Japan, as well as of worldwide after-sales support.

SuperJet International is also responsible for the design and development of VIP and cargo variants.

A SuperJet International branch is already active in Moscow, together with sales offices in Toulouse, France and Washington, DC, USA.



Designed, developed and built by Sukhoi Civil Aircraft Company (SCAC), the Sukhoi Superjet 100 family is comprised of 78- and 98-seaters in basic (SSJ100/95B and SSJ100/75B) and long-range (SSJ100/95LR and SSJ100/75LR) configuration. The SSJ100 is the most advanced and environmentally friendly new generation regional jet. Superior technical and operational characteristics make SSJ100 a fully marketable and competitive product – cost-effective, easy to operate and maintain. SSJ100 is a conceptually new platform designed specifically for a 100-seat segment offering the most efficient combination of regional efficiency with mainline capabilities.

The first SSJ100 was rolled out from SCAC's final assembly shop at Komsomolsk-on-Amur on September 26, 2007. First flight was successfully accomplished last May 19, 2008.

Four aircraft are currently involved in the Flight Certification Campaign. On the 4th of February 2010 the fourth Sukhoi Superjet 100 prototype (SN 950005) has taken to the skies.

So far the programme scored over 500 flights for a total exceeding 1300 hours.

The certification plan calls for Russia civil certification by July 2010, followed by EASA certification by November 2010 and FAA certification thereafter.

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