

AIRBUS FLIGHT OPERATIONS SERVICES LTD.

Providing a Digital Cockpit Connection for Commercial Airlines

Airbus has been a global pioneer in the aviation industry and leading aircraft manufacturer since their founding in 1970 in Toulouse, France. They first expanded their operations to Thailand in 1995. In 2015 they opened their newest subsidiary in Thailand, Airbus Flight Operations Services, to produce flight operations data as well as electronic versions of the standard flight operations manuals for use by airlines worldwide. In 2016 they generated revenues of ฿57.8 million (US\$1.6 million), with plans to triple their workforce within the next five years due to the strong demand they've seen for digital cockpit operations data.

Mr. Benoît de Montety, Managing Director, Airbus Flight Operations Services, listed the key reasons they chose Thailand to establish their Flight Operations digital data center. First, Airbus was seeking people with proven experience in aerospace to join in their team, and the capacity of Thailand to provide talented people with a detailed understanding of the aviation industry was a key factor. Second, Thailand provides a cost competitive economy relative to other countries, with a high level of service quality. Third, the strong collaboration and a long-term relationship between Airbus and Thai Airlines, and the airlines support for a digital transformation as well as desire to strengthen the country's position of becoming a digital center for aviation.

Within 20 years, it is expected that the Asia-Pacific region will become the world's airline hub with an annual growth rate of roughly 4.9% in passenger air traffic. Airbus believes this is an incredible opportunity for world-class aviation companies such as theirs to expand their businesses in the region. Airbus's Thai workforce is benefiting from digital knowledge and advanced technology transfer which is improving professional competencies and boosting the country's competitiveness and innovation, which is in-line with Thailand 4.0.

“Thanks to the competency of the Thai workforce, the company can provide a world-class quality of service to airlines around the world.”

Benoît de Montety
Managing Director, Airbus Flight Operations Services

Supporting Policies from the Government

Thailand’s adoption of high-speed broadband internet has dramatically increased as a result of the government’s broadband initiative, announced in 2015, to create a national broadband network by 2035 that would offer affordable, universal access at minimum speeds of 30 Mbps. To further drive an innovative economy, a considerable amount of funding from both the public and private sectors is being supported for emerging firms.

Thailand 4.0 initiative concentrates on important digital improvements to enhance the quality of life, productivity and efficiency of Thais. To achieve this goal, the government has set up the three-year Digital Economy and e-Government Development Plan (2016-2018) to be a digital blueprint to revolutionize government operations, business practices, and people’s lifestyles.

Attractive BOI Incentives

The Thailand Board of Investment (BOI) offers a wide range of tax and non-tax incentives for projects that meet national development objectives.

Tax-based incentives include an exemption or reduction of import duties on machinery and raw materials, as well as corporate income tax exemptions of up to eight years. Non-tax incentives include permission to bring in expatriates, own land and take or remit foreign currency abroad.

Additional information about specific activities relating to the digital industry can be found by clicking [here](#) or contacting the BOI's Investment Promotion Bureau 5.