

**SAAB**

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Handläggare *Handled by*

John Belanger

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## Saab enters the e-business arena with new Internet Portal

**Saab Aircraft has officially entered the e-business arena with the introduction of the new "eSpace" Internet Portal.**

Available for use by all Saab Aircraft customers from October 1<sup>st</sup>, eSpace brings several traditional support services on line and immediately available to the customer. Among other services, the new portal features comprehensive logistics support functionality allowing customers to order and track spares orders and/or component repair status online. With built in connections to on-line electronic manual services, operators have the capability to access relevant parts catalogues and place parts orders directly using a convenient shopping cart service.

"Fast response time is an important factor in airline operations", says Michael Andersson, Director of Sales and Marketing for Saab Aircraft. "With Saab's new eSpace, the lead time from the requirement for a spare part through ordering, processing and tracking through to receipt of the replacement part is considerably shortened by making all those actions directly accessible from a single point. This increased efficiency directly benefits the operator."

Saab's extensive line of technical and operational manuals is also available in eSpace. As the electronic manual service always provides the latest revision status, time consuming manual revisions are a thing of the past.

Flexibility for the user is also built in. Access to the customer restricted pages is password protected with the customer themselves determining which services they wish to access within the portal as well as individual accesses and order confirmation authority within their organization.

eSpace is one of several on-going developments in support of Saab Aircraft's long term commitment to operators of the Saab 340 and Saab 2000 and the company's continuous effort to refine and grow its services portfolio

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**Saab AB (publ)**Postadress  
*Postal address*SE-581 88 Linköping  
SwedenTelefon  
*Telephone*

+46 (0)13 18 00 00

Telefax

+46 (0)13 18 18 02

Organisationsnummer  
*Registered No*

556036-0793

Momsregnummer  
*VAT No*

SE556036079301

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Saab Aircraft AB, with offices in Linköping Sweden and Sterling, Virginia in the U.S. supports and maintains the combined Saab 340 and Saab 2000 fleet of over 500 aircraft in service with operators around the world. Saab Aircraft AB is part of the Saab Aviation Services Business Unit of Saab AB.

*Saab is one of the world's leading high-technology companies, with its main operations focusing on defence, aviation and space. The group covers a broad spectrum of competence and capability in systems integration.*

***For further information, please contact:***

*Mr. Michael Andersson*

*Director, Sales and Marketing, Saab Aircraft AB*

*Phone: +46 13 182616*

*Mr. John Belanger*

*Public Relations and Communications, Saab Aircraft AB Phone +46 13 183101*

*[www.saabaircraft.com](http://www.saabaircraft.com)*