

## Dassault Systèmes and SATS Create World's First Virtual Kitchen for In-Flight Catering Production

- **Dassault Systèmes collaborated with SATS, Asia's leading food solutions and gateway services provider, to boost operational efficiency, minimize food waste**
- **Growth in airline passenger travel underscores need for sustainable excellence in aerospace industry-related commercial services**
- **Digital twin experience with the 3DEXPERIENCE platform bridges the gap between the virtual and real for in-flight catering production**

**SINGAPORE and VELIZY-VILLACOUBLAY, France — July 25, 2019 –** [SATS](#), Asia's leading food solutions and gateway services provider, and [Dassault Systèmes](#) today announced that they have successfully implemented the world's first digital twin experience of a central kitchen to enhance SATS' in-flight kitchen operations. As the growth in commercial airline passenger travel continues to soar, SATS selected Dassault Systèmes as a technology partner to help identify new ways to boost efficiency and minimize food waste, for a more sustainable approach to its operations.

SATS used Dassault Systèmes' [3DEXPERIENCE platform](#) on the cloud to create a 3D digital twin experience of a virtual kitchen that pairs virtual and physical operations to provide data-driven analytics for better resource planning. SATS can capture decades of operational know-how to simulate different food production processes in order to improve capacity planning and production scheduling, prevent bottlenecks, and enhance productivity. SATS is also able to better forecast ingredient usage in its large-batch food production to reduce food wastage.

SATS' virtual kitchen captures and integrates all process data and information into one 3D virtual environment to ensure consistency, enabling the facility's operation managers to respond faster and more efficiently to changing situations. The virtual kitchen is also a collaborative workspace that fosters social innovation and increases productivity, where employees across business processes can share knowledge.

"SATS takes a technology-driven, people-led approach to growth, harnessing the power of technology and unleashing the innovation of our people to create new services and improve operational efficiency," said Albert Pozo Hernandez, Chief Digital Officer, SATS Ltd. "The use of digital twin technology helps SATS to simulate different production scenarios and cooking processes to optimize resources within our kitchens. We selected Dassault Systèmes because of its powerful 3D visualization and data management tools that enable us to make more informed, data-driven business decisions to ensure SATS consistently delights our customers."

"In the 'Age of Experience,' consumers are more discerning than ever before, underscoring the importance of excellence in the commercial operations that play an integral role in meeting airline passengers' expectations. Incremental improvements in operations can have a huge business impact," said Guillaume Vendroux, CEO, DELMIA, Dassault Systèmes. "Our solutions have already demonstrated improved on-time delivery performance for flight

catering services by up to 99.5%. Now, this marks the first time that the 3DEXPERIENCE platform has been deployed in in-flight catering production. SATS can optimize resources by mapping the virtual model to the physical processes of their in-flight catering operations, and dynamically modelling, simulating, and analyzing every life cycle of production.”

For more information on Dassault Systèmes' DELMIA applications:  
<https://www.3ds.com/products-services/delmia/>

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#### **About Dassault Systèmes**

Dassault Systèmes, the 3DEXPERIENCE Company, provides business and people with virtual universes to imagine sustainable innovations. Its world-leading solutions transform the way products are designed, produced, and supported. Dassault Systèmes' collaborative solutions foster social innovation, expanding possibilities for the virtual world to improve the real world. The group brings value to over 250,000 customers of all sizes, in all industries, in more than 140 countries. For more information, visit [www.3ds.com](http://www.3ds.com).

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#### **About SATS**

SATS is Asia's leading provider of food solutions and gateway services.

Our food solutions include airline catering as well as central kitchens for food service chains and institutions. Our comprehensive gateway services encompass airfreight handling, passenger services, ramp handling, baggage handling, aviation security services, aircraft interior and exterior cleaning, as well as cruise centre management.

SATS is present in over 60 locations and 13 countries across Asia Pacific and the Middle East.

SATS has been listed on the Singapore Exchange since May 2000. For more information, please visit [www.sats.com.sg](http://www.sats.com.sg).

#### **SATS Ltd. Press Contact**

Charlene SNG      [charlene\\_sngHL@sats.com.sg](mailto:charlene_sngHL@sats.com.sg)      +65 6541 8200

#### **Dassault Systèmes Press Contacts**

Corporate / France	Arnaud MALHERBE	<a href="mailto:arnaud.malherbe@3ds.com">arnaud.malherbe@3ds.com</a>	+33 (0)1 61 62 87 73
North America	Suzanne MORAN	<a href="mailto:suzanne.moran@3ds.com">suzanne.moran@3ds.com</a>	+1 (781) 810 3774
EMEAR	Virginie BLINDENBERG	<a href="mailto:virginie.blindenberg@3ds.com">virginie.blindenberg@3ds.com</a>	+33 (0) 1 61 62 84 21
China	Grace MU	<a href="mailto:grace.mu@3ds.com">grace.mu@3ds.com</a>	+86 10 6536 2288
India	Santanu BHATTACHARYA	<a href="mailto:santanu.bhattacharya@3ds.com">santanu.bhattacharya@3ds.com</a>	+91 124 457 7111
Japan	Yukiko SATO	<a href="mailto:yukiko.sato@3ds.com">yukiko.sato@3ds.com</a>	+81 3 4321 3841
Korea	Hyunkyung CHAE	<a href="mailto:hyunkyung.chae@3ds.com">hyunkyung.chae@3ds.com</a>	+82 2 3271 6653
AP South	Magdalene TAN	<a href="mailto:magdalene.tan@3ds.com">magdalene.tan@3ds.com</a>	+65 9487 1206