

### **Airbus reinforces its customer services organisation in Dubai for airline operators in the Africa and Middle East region**

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**Dubai, 17 November 2019** – To better serve African and Middle Eastern carriers, Airbus is reinforcing its Dubai-based customer services teams for commercial aircraft, gathering all of them under one roof. Customer support, supplier support, engineering, quality, aircraft structure embodiment and repair, services sales and marketing, business development, flight training and flight operations will all be co-located in United Arab Emirates.

In addition, the regional organisation will grow from 85 to 105 highly-skilled personnel and will 'go live' on January 1st 2020. This new set-up aims at bringing increased efficiency in the support for over 1,000 Airbus aircraft in use with 36 operators in the Africa and Middle East region, while offering new, digitally-enabled services to optimize regional fleets' operations.

The Airbus Dubai-based Customer Services organisation will also provide technical and training services for Airbus' customers, as well as tailored solutions for individual airlines' needs and requirements.

Airbus has had a strong presence in Africa and the Middle East since it first opened its offices there more than four decades ago. Over the years Airbus has initiated numerous strategic partnerships in the region which have contributed to the development of the industry by providing the best of expertise, services and products. Today, the region plays an important role in international business and is a key market for Airbus.

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#### **About Airbus**

Airbus is a global leader in aeronautics, space and related services. In 2018 it generated revenues of € 64 billion and employed a workforce of around 134,000. Airbus offers the most comprehensive range of passenger airliners. Airbus is also a European leader providing tanker, combat, transport and mission aircraft, as well as one of the world's leading space companies. In helicopters, Airbus provides the most efficient civil and military rotorcraft solutions worldwide.

#### **Contacts for the media**

Zaid AL FARAH  
Martin FENDT

[zaid.al-farah@airbus.com](mailto:zaid.al-farah@airbus.com)  
[martin.fendt@airbus.com](mailto:martin.fendt@airbus.com)

+971 4 602 78 81  
+33 617 720 581

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