MICRONAV

الهيئة العامة للطيران المدني
GENERAL CIVIL AVIATION AUTHORITY

Thank you for making the journey to Abu Dhabi to join us for the 2025 BEST User Group. It was great to see so many old friends from the BEST Community, and a few new faces too.

This year we had the privilege of being hosted by the General Civil Aviation Authority of UAE whose faultless hospitality ensured an exceptional few days. Combined with a visit on Day Two to Dubai Air Navigation Services to see their advanced 3D Tower Training Facility, we were ensured a truly memorable BEST User Group.

In the year since the 2024 User Group in Winchester, we hope that we have demonstrated that we listen to customer feedback and take action. With even more energy and time being committed to product development, we hope to be able to show even greater advances at our next meeting in 2026. In the meantime, we hope that you enjoy our review of this year's BEST User Group.

BEST User Group 2025 | Abu Dhabi
11 - 12 November 2025

Review

INDRA GROUP

BEST User Group 2025 was kicked off at the Sheikh Zayed Air Navigation Centre - home to the General Civil Aviation Authority of UAE.

With everyone seated comfortably in the Viewing Gallery at the Centre, Naser Al Shehhi opened proceedings with a welcome from GCAA before handing over to Hesham Al Tenaiji to deliver an overview of GCAAs ATC services in the UAE.

This was followed by an impressive reveal of the UAE Area Control Centre as the electronic blinds of the viewing gallery rose. Delegates gathered at the viewing window to take in the expansive operations room, while GCAA team members were on hand to answer questions.

After refreshments, Micro Nav Managing Director, Greg Pile, took to the floor to bring BEST Users up to date with Micro Nav as an Indra company - its strengthened position coupled with its continued customer-focused approach. Stef Carter, Micro Nav's recently appointed Product Manager was next to the lectern to introduce herself to

customers. She shared 2025 BEST product developments including new BEST.DATAPREP, BEST Insights 2.0, BEST Comms updates, (as well as product improvements to the Lighting Panel, SimCWP, A-SMGCS display, AMAN, DMAN & AFDAS in RDMS), illustrating Micro Nav's continued commitment to updating and and improving its software. Stef finished her presentation with the vision for 2026 and beyond and the BEST product roadmap.

1

After a break, Naser Al Shehhi rejoined the floor with an engaging talk on Advancing ATC Simulation with AI. The presentation explored how AI can transform speech recognition, scenario generation and provide performance analytics to benefit ATC training.

Shane Hannam, Micro Nav Sales Director, closed the morning by presenting an award crafted from a Boeing 737-300 flap section to Hesham Al Tenaiji to thank our hosts GCAA.

No BEST User Group is complete without a group photograph and so everyone gathered on the steps of the GCAA building from which we had emerged into the sunshine, to capture the moment before heading down to a fabulous banquet from our hosts in the garden area.

After lunch, everyone made their way to the GCAA training department for a series of Micro Nav breakout sessions in rotation.

BEST Comms

In room 1, Shane Hannam delivered a BEST Comms session which showcased the next evolution of Speech Recognition within the BEST platform. It was demonstrated how Micro Nav's integration of the latest advances in speech technology - far beyond previous iterations - would deliver more accurate, responsive, and flexible voice interaction in simulation environments.

Within the BEST Comms session there was also an exploration of how emerging AI capabilities could further elevate realism in future releases, enabling more natural controller-pilot exchanges, adaptive phraseology, and greater training fidelity. This forward-looking roadmap shows Micro Nav's commitment to continually pushing the boundaries of what simulation speech technology can achieve.

Micro Nav is proud to be at the forefront of speech recognition innovation, with cutting-edge capability already embedded in the product and an active development programme in place focused on harnessing new technologies. Micro Nav's goal is to empower users and the wider industry with tools that meet today's operational and training challenges, and evolve to meet the demands of tomorrow.

BEST Product Feedback

Stef Carter and Angie Howard-Tomes held a product feedback session in room 2 covering 5 product areas: BEST.Manager, Configuration Manager, BEST Insights, BEST Create and BEST.DATAPREP. The feedback gathered is currently being collated by the Product Team and will help inform future product development.

BEST.DATAPREP

In room 3, Lucy Sheehan and Kenny Strong from the Micro Nav Customer Support team ran the session on BEST.DATAPREP. The product was received well in all sessions.

There was was a palpable sigh of relief when much needed new features were demonstrated such as the speed of importing an airspace and the undo/redo feature. Every session was engaging with plenty of great feedback on what the tool currently does and how it can be made better. Many asked when the new BEST.DATAPREP can be tried out, and when it will be readily available!

BEST Insights

Down the corridor, in room 4, Greg Pile demonstrated BEST Insights with the assistance of Oliver Harris. Customers already using BEST Insights shared their positive experience of the product and assisted in the demonstration. Everyone liked the fact that much larger data sample regions could be captured. The instructor checklist form was discussed, and it was shown how event tags can be added. In addition, customers were made aware of the new compliance feature requiring instructors to have completed all the tasks on their checklist. It was also shown that the combined form (instructor and student) can be signed off by an over-arching training manager which was very well received. Oliver Harris demonstrated that on some devices, hand-written notes would immediately be converted into typeface.

Once the breakout sessions were completed, GCAA offered a tour in two groups of their state-of-the-art radar simulation suite which was a real highlight for customers and marked the end of a fantastic visit to GCAA. Thank you to our hosts for the special gift boxes given to each delegate.

Day One was rounded off at the Sheraton Hotel with a buffet dinner hosted by Micro Nav under the pergola outside. A chance to relax before an early start the following morning.

Day Two

With the heat of the day already upon us, the coach set off at 07:30 to Dubai Air Navigation Services' Training Facility. After a few wrong turns around the back of Al Maktoum Airport, we arrived at dans to a welcome from Micro Nav's own Delivery Director, Amanda Layton and the dans team. After refreshments and welcome presentations, the tour of the 3D tower classrooms and pilot room began.

Pilot Room

In the Pilot Room, we held informal sessions where delegates could ask the customer support team any product related questions or browse the 28-position pilot room set up.

Mini Sims Room

Along the corridor, Amanda Layton showed the suite of 10 Mini Sims where many enjoyed interacting with the DXB and DWC 3D models. The room was very well received as a flexible solution to training. This allows for multiple exercises to be run at one time rather than one asset being tied up on one scenario. Many took away ideas for their own simulator configurations.

180 Sim Room

Across the corridor in the 180 Sim Room, Sean O'Leary from dans, explained how the dans Training Facility will be vital for training controllers in preparation for the completion of the massive expansion of Al Maktoum International Airport (DWC).

360 Room

Once everyone was enclosed within the 360 simulator, Shane Hannam and Senior Product Expert, Dave Griffin hosted the BEST 3D V6 demonstration. It was explained how V6.1 will support DLSS (deep learning super sampling) which is expected to be released in Q2 2026. This allows the user to generate IG channels at a lower resolution and frame rate and upscale to UHD with higher frame rates. The benefit of this is that fewer IGs are required to produce the same amount of channels. To get the true value of this feature in V6, it was explained that HDR monitors with a NIT value of at least 400 would be needed to minimise banding in low light conditions, although we would recommend a value of 1,000.

The session also included a demonstration of volumetric lighting and shafts of sunlight through clouds which were very well received. The new taxiway sign creation tool was also shown, and everyone agreed that this was an improvement on the current tool. SpeedTree 10 was discussed, and it was demonstrated how more realistic models could be created that included autonomous season adjustments.

To finish off, Dave Griffin demonstrated flares and the pilot ejection feature. Some customers felt it would be beneficial if there were videos available illustrating how to configure these types of features.

Once all BEST Users had completed the tour of the dans Training Facility, they gathered in the canteen for a delicious lunch provided by our hosts. The visit to the facility was rounded off with a presentation by Greg Pile of a gilded aircraft blade to Sean O'Leary as a thank you to dans for the tour, before the group journeyed back to Abu Dhabi.

After some free time in the afternoon, the whole party boarded the coach for the final night of the BEST User Group. As we travelled to our destination, the Sheikh Zayed Cultural Festival, the approaching boulevards were festooned with magnificent lights and foretold of something special. We arrived in time to explore the Festival with its marvellous pavilions showcasing the culture and wares of countries across the region. Thank you to our hosts, GCAA, for inviting us to this spectacular venue.

At 19:30, everyone came together at the Al Khaymah Restaurant near the centre of the festival for a feast organised by our hosts. Not only was the traditional food spectacular and plentiful, but the atmosphere was rich with tradition, with music and incense adding to the enjoyment of the night. Everyone had a great deal of fun and we cannot thank our wonderful hosts enough.

Thank you to all of our customers - hosts and attendees alike - for your continued support. We aim to listen and provide the products that you need. As a community we have a single goal - to keep everyone safe in the sky.

Let us know about your experience of BEST User Group 2025, **before we start planning the 2026 event**

Thank you.