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A BUSINESS RESOURCE FROM STERLING NATIONAL BANK // FALL 2014

**SUSTAINABILITY +
YOUR REPUTATION**

**OVERCOMING
EMPLOYEE BURNOUT**

**THE IMPACT OF
AN INCREASED
MINIMUM WAGE**

Mike
Cazaz

THE SKY IS THE LIMIT



**STERLING
NATIONAL BANK**

High Flyer

FOR WERNER AERO SERVICES CEO MIKE
CAZAZ, THE SKY IS LITERALLY THE LIMIT.



AFTER GRADUATING WITH a bachelor's degree in sales and marketing from the New York Institute of Technology in 1992, Cazaz had an idea. He saw a keen need within the regional airline industry—an industry that was just beginning to burgeon.

“Up until the early '90s, there were hardly any regional airlines at all,” Cazaz says. “As this market started generating bigger business, I noticed there weren't many companies selling and leasing airplane components to these small airlines. Most vendors were still looking after the international airlines. No one was paying attention to the small guys.”

FROM THE GROUND UP

Cazaz formed Werner Aero Services LLC in 1993. At first, the business specialized in the sale and lease of aircraft components and engines to airlines with single-aisle aircrafts. However, in his day-to-day interactions with clients, Cazaz quickly realized another unmet need.

“The airlines with single-aisle aircrafts didn't have the infrastructure they needed to maintain their aircraft and manage that ongoing maintenance,” Cazaz says. “They needed someone to oversee that part of the business for them.”

Cazaz quickly set to work developing an asset management branch through which Werner Aero Services would serve as a third-party manager for its clients' maintenance and repair needs. This attracted another type of client to Werner Aero Services—maintenance, repair, and overhaul providers, or MROs. By positioning itself as a go-between for airlines with single-aisle aircrafts and MROs, Werner Aero Services was able to secure mutually beneficial business partnerships for its clients, all while growing a steady revenue stream for itself.

WEATHERING A TURBULENT INDUSTRY

The application of new technologies and an increasingly globalized world caused rapid changes in the airline industry. One of the biggest shifts has been toward subcontracting. Cazaz calls it the “Southwest phenomenon,” referring to Southwest Airlines' decision to subcontract a wide swath of its ancillary services to third-party vendors. Cazaz says this new mentality among airline carriers has been both a blessing and a challenge, as new subcontracting opportunities have spawned new competition.

“There are countless more aviation asset management companies today than there were 20 years ago,” Cazaz says. “One of the biggest challenges for us, as a relatively small

company in a large industry, has been access to capital. That's where Sterling National Bank has provided a major boost to our growth."

CREATIVE SOLUTIONS

Werner Aero Services' relationship with Sterling began in 2005, when Cazaz was looking for better line-of-credit opportunities than he had at the time. He says he switched to Sterling because of its ability to provide loans on a "creative, ad-hoc" basis.

"The team players at Sterling have consistently been flexible and willing to think outside the box to come up with creative loan solutions," Cazaz says. "Other commercial banks wouldn't have done that for us."

Cazaz credits this flexibility for allowing Werner Aero Services to make strategic components purchases and secure some of its recent major business contracts.

"During the last four years, our revenue has increased 172 percent, and a lot of that has to do with Sterling," Cazaz says. "They always find a solution to meet a customer's need. They've done that for us on several occasions."

FIRST CLASS, WORLD CLASS

Werner Aero Services is currently headquartered in Mahwah, New Jersey, with an Asia-Pacific headquarters in Singapore and sales offices in the Czech Republic, Brazil, and Tunisia. Approximately 80 percent of its clients are outside the United States, and the aircraft engines and components it supplies are strategically warehoused all over the world—with recent locations added in Brussels and Istanbul. Cazaz hopes to achieve the same 172-percent revenue growth over the next five years by expanding the company's product lines and upsizing its management team.

No matter how large his company grows or to what corner of the world business takes him, Cazaz says the company's focus will always be on customer service.

"We have a reputation for excellent customer service, and Sterling shows that same commitment in how they deal with us," Cazaz says. "It's a very personable bank. I know the CEO and the leadership team personally. I've been in their offices, and they've been in my office. We have a relationship, and that is something you can't put a price on."

➔ FOR MORE INFORMATION ON WERNER AERO SERVICES, VISIT WERNERAERO.COM OR CALL 201.785.9700.



Sterling has proven its willingness and ability to grow with a customer like us. We're not a traditional business, but my contacts at the bank have always had faith in what I was trying to do and been onboard with the vision I have for my company. They show real care for their customers. That's not something you'll find when dealing with the larger banks."

—Mike Cazaz

CEO, WERNER AERO SERVICES

