

High performance

in 2016

102

MRO & Services
Centers at your service
around the world



95%

Parts availability on HCare
Smart

Some
1,000
SB/STC
available in our
worldwide network



97%

customers satisfied
about our 24/7
technical support

98% Spare parts
delivered on time on
planned orders



For more information, please contact:
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Service

HxCare[®]
Service Offer

AIRBUS

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Concept design by MicroMega
© Airbus helicopters / Jerome Deulin
Printed in France by SPI

Printed on PEFC certified paper originating
from sustainable forests.

October 2017

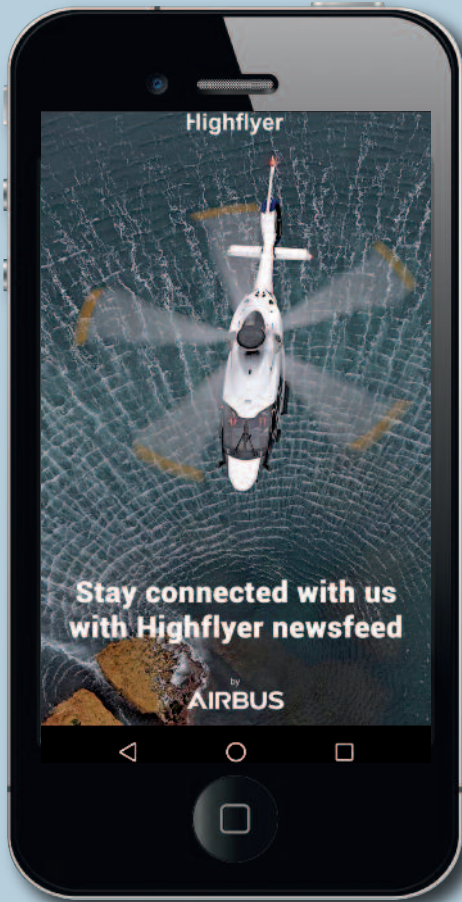
REF: HxCare Serv Offer LE 1017

AIRBUS

HCare[®]

By Airbus Helicopters

A complete service offer
Whatever your need



Stay connected with HCare

An offer full of benefits



Material Management

We optimize your costs & secure availability of your helicopters

100% commitment on planned orders

We commit on 100% TAT for planned orders placed at least 15 days in advance

Secured repair Turn-Around-Times

We offer you a standard exchange to secure our fixed TAT

Smart and Infinite contract commitments

We guarantee performance, backed by penalties. No investment on stock

More proximity

We deliver anywhere from our 3 international logistics hubs



Helicopter Maintenance

Wide range of solutions at your doorstep

Contractual commitments

We commit to perform basic inspections within fixed TAT

Cost optimization

We enhance performance and extend mission efficiency & capabilities

Upgrades committed availability

Off-the-shelf kits or with guaranteed delivery lead times from our online catalogue



Technical Support

We commit to availability and safety of your operations

Customer knowledge

We commit to visit all our operators on a regular basis

FlyScan HUMS services

We answer 100% of HUMS red alarm queries within 24 hours

AOG technical support anywhere, anytime

We propose 24/7 service thanks to 3 hubs unparalleled queries tracking system



Connected Services

Take-off your digital journey

Fleet Keeper[®]

Our e-Technical Logbook. Full traceability of your assets and no paperwork

Envision

Fully integrated maintenance info system to optimize your maintenance and fleet availability

Flight Planner

Our all-in-one Electronic Flight Bag. Additional iOS stand-alone apps: Flight Perfo and Flight Balance