#### **AIRBUS**

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HCare MM BR 12-2019



100% performance on planned spare parts orders.

Committed performance on Smart plans.

Continuous efforts on DMC/DOC reduction on our entire helicopter range. Based on operators' return on experience from the field, a comprehensive material management offer is at your disposal.

HCare Material
Management brings
operational cost-reduction
for better competitiveness
and provides firm
commitments on many
Services, guided by four
main priorities:

Enhanced safety
Higher availability
Optimized costs
Sustained asset value

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AirbusWorld
Your airbus helicopters customer portal
https://keycopter.Airbus.Com

Important to you, essential to us.



3 LINES OF SERVICE PACKAGE

ACCESS

PERFORM

ALWAYS A SOLUTION TO ANSWER YOUR NEEDS

Fleet availability services:

Full availability commitment, turnkey solution.



REPAIR EXCHANGE PARTS FULL
BY-THE-HOUR BY-THE-HOUR BY-THE-HOUR
(RBH) (EBH) (PBH) (FBH)

By-the-Hour services:

Budget control, enhanced helicopter availability, simple management.



EASY EASY EASY EASY
REPAIR OVERHAUL EXCHANGE SPARE PARTS

On request catalog services:

Seamless access for all customers, secured performance.

# **EASY** REPAIR **EASY OVERHAUL**

2 Maintenance services for any helicopter components of the whole Airbus Helicopters range.

OEM quality standards for Repair & Overhaul services answering to the main international and local certification authorities requirements.

With 2 Options applicable to major components:

- A reduced and secured Turn-Around-Time (TAT) option.
- A cost and time effective on-site repair option for minor repairs, through the detachment of our Part 145 technicians.

All services and options are accessible through our customer portal.



#### **OPEN**

Service accessible to all Airbus Helicopters customers.

#### **CUSTOMIZED OFFERS**

Services and Options adapted to customers constraints.

#### **EASY ACCESS**

All conditions indicated in our catalogue.

#### **PAY-BY-EVENT**

Pay your maintenance when it occurs.

## **EASY EXCHANGE**

Express replacement of your components by a standard exchange solution.

Reactive delivery times through a dedicated pool of parts.

All parts eligible are accessible through our customer portal.



#### OPEN

Service accessible to all Airbus Helicopters customers.

#### **ENHANCED REACTIVITY**

Immediate delivery of the needed parts.

#### **PAY-BY-EVENT**

Pay for an exchange part when needed.

#### **EASY ACCESS**

All conditions indicated in our catalogue.

## **EASY SPARE PARTS**

Supply of any new or used spare parts, for the whole Airbus Helicopters range.

Worldwide network supported by ten logistics hubs and local inventories, as well as multiple local stock warehouses, for an optimal parts distribution.

Performance commitments on planned orders deliveries.



#### **OPEN**

Service accessible to all Airbus Helicopters customers.

**100% GUARANTEED** Deliveries on planned spares orders.

SIMPLE & FLEXIBLE A catalogue on our customer portal.

**PAY-BY-EVENT** Pay for a part when needed.



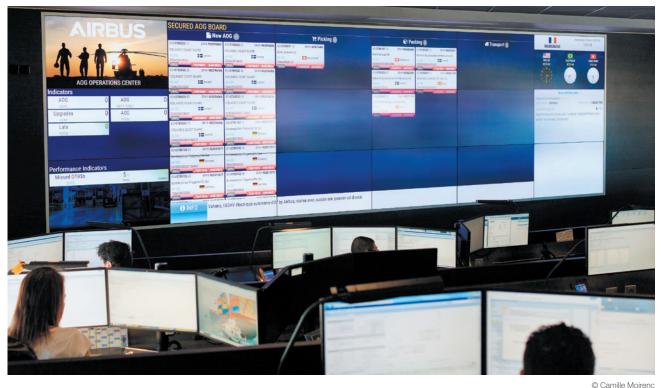
### **OPTIMIZED PARTS AVAILABILITY BUDGET CONTROL** SIMPLE MANAGEMENT

These programs offer various coverage combinations according to customers' profiles and missions, and reach an On-Time-Request performance level of more than 95%.

- Scheduled maintenance.
- Unscheduled maintenance
- Dynamic components, blades and equipment parts.
- Nose-To-Tail coverage.

Offering anticipated delivery for scheduled events, and 24h FCA logistics platform conditions for AOG items.

Such conditions can be customized according to operators' requirements and are committed by contract.



Our HCare Smart line of services has been tailored to answer the needs of operators.

# **REPAIR-BY-THE-HOUR** (RBH)

A Repair & Overhaul service based on a contractual fixedhourly-rate payment.

High parts availability through an optimal balance between operators' inventory levels and repair Turn-Around-Times.

Turn-Around-Times are committed by contract.

Especially designed to fit military or para-public customers' needs.



#### **IMPROVED MAINTENANCE SCHEDULING**

Be assured to have a part available for a defined date. Committed Turn-Around-Times.

#### **FINANCIAL ADVANTAGE**

Fixed hourly rate and smooth payment of maintenance expenses. Easy maintenance budgeting/predictable costs.

#### **COST OPTIMIZATION**

Stock optimization & lower maintenance burden. Budget control and close monitoring Comprehensive coverage in a single contract.

# **EXCHANGE-BY-THE-HOUR** (EBH)

An exchange service based on a contractual fixed-hourly-rate payment, and proposing affordable performance.

Offers immediate availability in case of unscheduled maintenance.

Allows operators to reduce inventory investments and does not entail any buy-in payment.

More particularly adapted to moderate flyers.



#### **IMPROVED AVAILABILITY**

Immediate exchange of failing parts. Committed delivery lead times. 24/7 service around the clock.

#### FINANCIAL ADVANTAGE

Fixed hourly rate & smooth payment of unscheduled maintenance. No buy-in to be payed to start contract. Sustained asset resale value.

#### **COST OPTIMIZATION**

Benefit Adjustment on TBO-monitored items. Stock optimization & lower maintenance burden. Budget control & close monitoring.

# PARTS-BY-**THE-HOUR** (PBH)

An exchange service based on a contractual fixedhourly-rate payment.

Offers immediate availability in case of scheduled or unscheduled maintenance.

Allows operators to drastically reduce inventory investments.

Designed for customers in need of high reactivity.



#### **SPECIAL OFFER ECUREUIL FAMILY**

Competitive pricing No upfront buy-in Nose-To-Tail option

#### **IMPROVED AVAILABILITY**

Anticipated delivery for scheduled maintenance. Immediate exchange of failing parts. Short & committed delivery lead times. 24/7 service around the clock.

#### FINANCIAL ADVANTAGE

Fixed hourly rate & smooth payment of maintenance expenses.

Buy-in postponed at end of contract for Ecureuil family. Sustained asset resale value.

#### **COST OPTIMIZATION**

Stock optimization & lower maintenance burden. Budget control & close monitoring. Comprehensive coverage in a single contract.

# FULL-BY-THE-HOUR (FBH)

Comprehensive service based on a contractual fixed-hourly-rate payment.

Offers immediate availability in case of scheduled or unscheduled maintenance, and the supply of non-repairable parts.

Simple management through a single contract.



#### **MAXIMIZED AVAILABILITY**

Anticipated delivery for scheduled maintenance. Immediate exchange of failing parts.
Supply of non repairable parts within short times.
24/7 service around the clock.

#### **FINANCIAL ADVANTAGE**

Fixed hourly rate & smooth payment of maintenance expenses.

Buy-in postponed at end of contract for Ecureuil family. Sustained asset resale value.

#### **COST OPTIMIZATION**

Stock optimization & lower maintenance burden.
Full budget control & close monitoring.
Single contract covering a full scope.

### A SET OF 2 ADDED-VALUE SERVICES CUSTOMIZED TO OPERATORS' NEEDS

### **ACCESS**

Smart combination of material management and base maintenance activities performed by Airbus Helicopters experts.

24/7 customer support around-the-clock, allowing operators to focus on flight operations.

### **PERFORM**

An advanced and comprehensive program combining Access solutions with additional valued operational activities such as line maintenance, planning, airworthiness follow-up and workshop management.

**HCare Infinite provides** incentivized contractual performance commitments up to full fleet availability.



#### **IMPROVED FLEET AVAILABILITY**

Optimal fleet management based on experience. Contractual performance. Commitments. 24/7 service around the clock.

#### **FINANCIAL ADVANTAGE**

Fixed hourly rate and smooth payment of maintenance expenses. **Budget monitoring** & control on a wide scope of work. Simple contract management.

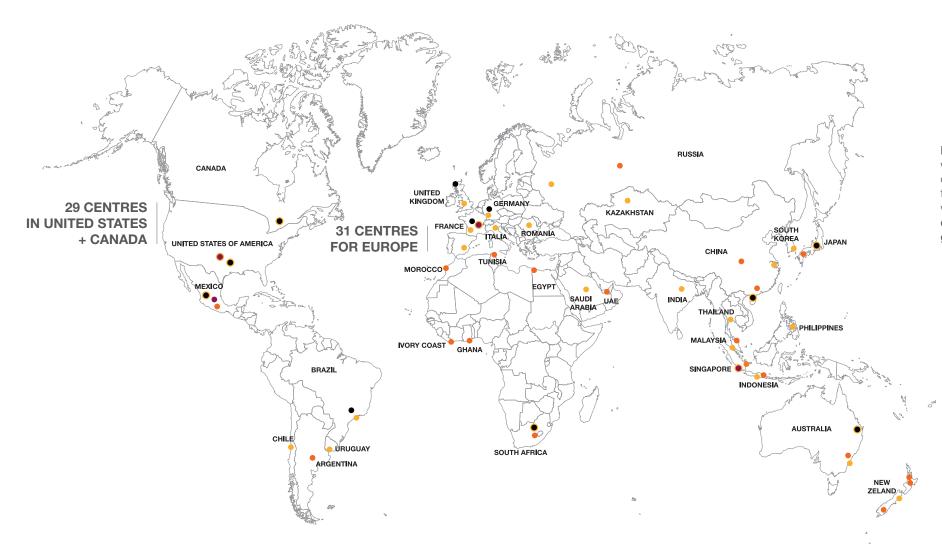
#### **SAFETY & QUALITY**

Maintenance performed by qualified & highly skilled technicians. Worldwide OEM quality standards.

## WHEREVER YOU OPERATE... WE SUPPORT YOU

## OUR GLOBAL NETWORK SPANS MORE THAN 150 COUNTRIES WITH AN EXTENSIVE APPROVED MAINTENANCE NETWORK LOCATED IN CLOSE PROXIMITY TO CUSTOMER FACILITIES:

- 30 customer centres and affiliated sites.
- 96 service centres.
- 10 logistics hubs and local inventories, as well as multiple local stock warehouses.
- 4 technical support hubs.



Find your service centre with our Heli Presence App on your mobile devices or through our Airbus Helicopters web site https://www.airbus.com/helicopters/services/global-network-map.html

