

# AIRBUS

© AIRBUS HELICOPTERS  
Aéroport International Marseille Provence  
13725 Marignanne Cedex - France, 2019.

All rights reserved, Airbus Helicopters' logo and the names of its products and services are registered trademarks.

Airbus Helicopters reserves the right to make configuration and data changes at any time without notice. The facts and figures contained in this document and expressed in good faith do not constitute any offer or contract with Airbus Helicopters.

December, 2019.

Concept design by Airbus Multi Media Studio, 20193549.

Photos by Airbus.

This paper is produced in factories that are accredited EMAS and certified ISO 9001-14001, PEFC™ and FSC® CoC. It is produced using pulp that has been whitened without either chlorine or acid, lead, mercury or hexavalent chromium group.

The printer, Art & Caractère (France 81500), is engaged in a waste management and recycling programme for all resulting by-products.

HCare MM BR 12-2019

HCare

HELICOPTERS

Material  
Management

AIRBUS

**FOR MORE INFORMATION,  
PLEASE CONTACT: [marketing-services.helicopters@airbus.com](mailto:marketing-services.helicopters@airbus.com)**

**FOR ALL YOUR CUSTOMER SERVICE NEEDS:**

**Email: [customersupport.helicopters@airbus.com](mailto:customersupport.helicopters@airbus.com)**

**Phone: + 33 4 42 85 97 97**

**Fax: + 33 4 42 85 99 96**

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

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:

**100% performance on planned spare parts orders.**

**Committed performance on Smart plans.**

**Continuous efforts on DMC/DOC reduction on our entire helicopter range.**

**Enhanced safety**

**Higher availability**

**Optimized costs**

**Sustained asset value**

Important to you, essential to us.

## **HCare** Infinite

| **ACCESS** | **PERFORM**

Fleet availability services:  
Full availability commitment, turnkey solution.

## **3 LINES OF SERVICE PACKAGE**

**ALWAYS A SOLUTION  
TO ANSWER YOUR NEEDS**

## **HCare** Smart

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

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

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

| **FULL  
BY-THE-HOUR  
(FBH)**

By-the-Hour services:  
Budget control, enhanced helicopter availability, simple management.

## **HCare** Easy

| **EASY  
REPAIR**

| **EASY  
OVERHAUL**

| **EASY  
EXCHANGE**

| **EASY  
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.



© Camille Moirenc

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 fixed-hourly-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 fixed-hourly-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>



