AIRBUS CUSTOMER SERVICES –
Supporting customers throughout the whole aircraft life cycle

Mission

Airbus Customer Services’ mission is three fold: first and foremost, to help its customers operate their Airbus fleet safely, secondly provide them with excellent support for them to optimize the efficiency of their operations, and thirdly develop a wide range of added value services that will maximize their profitability.

A team of experts serving a wide spectrum of customers

Airbus Customer Services’ mission is deployed all along the operational life of the aircraft by a team of around 5,000 professionals from 50 different nationalities who cover all areas of support. Their expertise and diversity is a differentiating factor which contributes to customer’s satisfaction.

Airbus Customer Services provides support to all Airbus aircraft operators. Today roughly 400 airlines encompassing flag carriers, low-cost-carriers, charter operators and freight carriers, operate an increasingly growing fleet of more than 8,300 aircraft flying over the six continents in very diverse operational environments.

Support is also provided to other type of customers such as leasing companies, Maintenance, Repair and Overhaul (MRO) centres, and corporate jet owners. Airbus support and services can be tailored to each of their respective requirements.

Around the world, around the clock support

Proximity to the customer for a sound customer relationship

For an optimum reactivity and a good understanding of its customers’ needs and requirements, Airbus Customer Services is present all over the world, close to its customers from the early stages, e.g. preparation of the aircraft entry-into-service, until the aircraft end-of-life.

Each and every customer is assigned a Customer Support Director who acts as a focal point and coordinates the implementation of all support needed by the customer. Moreover, around 250 field service representatives are positioned in approximately 150 cities close to the airlines they serve, providing them with on-site technical assistance on a daily basis.
This proximity is strengthened by a robust international network of support centres, training centres, maintenance and engineering centres plus material and logistics centres worldwide. All in all, Airbus Customer Services employs experts in more than 120 domains, working in 200 different locations around the globe.

24/7 support
Amongst these highly qualified experts, hundreds of technical specialists provide around-the-clock advice and assistance 24 hours-a-day, seven days a week.

To minimise AOG (aircraft on the ground) time for troubleshooting or repairs, Airbus’ “AIRTAC” (Airbus Technical Aircraft-on-ground Centre) facility”), a state-of-the-art call centre operates 24 hours, 365 days a year with dedicated specialist engineers and fitted with the most innovative technology. AIRTAC is part of a wider call centres approach which provides all Airbus operators with a global 24/7 assistance for all AOG matters.

Furthermore, Airbus offers its customers a fully personalised internet-based support environment. A secure portal (www.airbusworld.com) gives them access to a comprehensive selection of tools, on-line forums and web collaborative solutions to manage all their technical queries.

Boosting customer value with ‘Services by Airbus’

Aviation companies are increasingly under pressure to optimize their costs and improve operational efficiency. As a result, most of them are more and more focusing on their core activities and looking for a trusted partner to bring added value to their business with innovative solutions and the most advanced technologies available. Airbus Customer Services has listened to this market expectation and, leveraging full Airbus capabilities, is bringing the solution: ‘Services by Airbus’.

‘Services by Airbus’ is a complete portfolio of end-to-end life cycle solutions including:

Training services:
‘Training by Airbus’, a global network of Airbus-approved training centres and highly qualified instructors, provides tailored training solutions using innovative technologies for pilots, crews, engineers and specialists.

Flight operations services:
To help airlines transport passengers safely and efficiently, Airbus and its subsidiary Airbus ProSky offer best-in-class flight operations solutions for all types of aircraft. This suite of services, ranging from Air Traffic Management solutions to services and IT solutions,
ensures optimal aircraft operational performance and fuel efficiency, maximises efficiency, capacity, safety and environmental sustainability.

Engineering and maintenance services:
Airbus Customer Services can provide its customers with advanced IT services for maintenance and engineering. Amongst these fleet service offerings is ‘SmarterFleet’, a suite of IT solutions which enhances operational efficiencies, helps airlines managing their aircraft more effectively and improves customer service by smarter use of ‘big-data’.

Material & supply chain services:
A comprehensive range of material management services is provided by Satair Group, a wholly owned Airbus subsidiary encompassing material planning, logistics, inventory management and tools.

Flight Hours & LRU services:
Airbus Flight Hour Services (FHS) enables Airbus to tailor the products and services which its customers individually need in line with their outsourcing policy. These services are designed to increase aircraft availability, significantly reduce operating costs and enhance the quality of operations.

While Airbus FHS helps minimise aircraft on-ground time by providing even faster and simpler access to pooled spare parts and maintenance services at predictable rates, Airbus FHS-TSP (Tailored Support Package) is a comprehensive package which comprises maintenance, engineering, airframe maintenance and component support. With FHS/TSP Airbus thus provides a customised service solution which fits each customer’s organisation, in line with its outsourcing policy.

Upgrade services:
Airbus provides aircraft owners and operators with optional modifications of the in-service fleet, in order to help customers maintain the highest residual values of their assets. These modification services include system upgrades (mechanical, structural and avionics) ensuring the aircraft will benefit from recent technologies and can comply with the evolving regulations; and cabin upgrades (interiors, cabin-related systems) for which Airbus can manage the complete project integration for both simple changes and complex reconfigurations.