

# HCare<sup>®</sup>

As soon as an Airbus Helicopters rotorcraft is delivered, one of the company's primary missions begins: providing the customer with the necessary support and services to carry out their operations efficiently, safely and cost-effectively.

## What is HCare?

The HCare customer support & services offer allows Airbus Helicopters to bring tailor-made and competitive solutions to the customers' doorstep. Spanning five different domains (material management, helicopter maintenance, technical support, training & flight ops and connected services), HCare ensures that each flight is a success and is performed with the highest levels of safety.

## 2018 Support & Services performance

- In 2018, Airbus Helicopters **external revenue split** was 41% services; 59% products
- 2018 revenue was **+5% (100m€)** compared to 2017



**HCare Material Management** - Covers spare parts and Repair & Overhaul services for a higher fleet availability & budget control. This service area is made up of 3 different service packages where more risk sharing can be taken from Airbus Helicopters through contractual availability commitments:

**HCare Easy**, with on-request catalog services;

**HCare Smart**, with 4 by-the-hour options;

**HCare Infinite**, with up to a full fleet availability commitment.

- As of the end of **2018, 2,000 helicopters** are now covered by HCare contracts
- **98% of customers** having subscribed to an HCare contract opt to extend their contract
- For optimal reactivity, parts are distributed through our logistics hubs worldwide.



**HCare Connected Services** – A suite of new hardware and software solutions and analytics that aim to improve availability, enhance safety and optimise costs. Connected Services is built around the following activities:

- Digitalisation of outdated processes and tools, including the Fleet Keeper digital logbook and digital log cards. Airbus Helicopters is the first OEM to have digitalised the paper log card process.
- Partnerships and hardware that help operators access, download and share their flight and maintenance data, ensuring the uninterrupted flow of data from air to ground.
  - This includes establishing agreements with MRO software providers (MIS editors) and the companies whose data collection units are installed on customer helicopters, so that their systems can interface with Airbus and share data.

- As of April 2019, more than **600 helicopters** were sharing data sources with Airbus
- Tailor-made analytics and predictive maintenance services that help operators make sense of their data, supporting data-driven decision making
  - As of May 2019, nearly 70 helicopters representing 13 customers were using **Flyscan predictive maintenance**, avoiding 1 AOG each per year
  - New analytics include Flight Analyser HFDM analysis, Last Journey Log, fleet availability monitoring, next maintenance due, material demand and supply, and data quality, among others.



**HCare Helicopter Maintenance** - Covers helicopter maintenance, repair & upgrade solutions from required scheduled inspections through Service Bulletins & Supplemental Type Certificates (STC) to extensive retrofits, performed in our global MRO facilities or at the customers' doorstep



**HCare Technical Support** – Covers our worldwide technical support network composed of 4 technical hubs at operators' disposal 24/7. Expert teams act according to three main priorities: safety enhancement, fleet availability & customer satisfaction. In 2018, Airbus Helicopters launched **SkyTech**, a new visio assistance tool for tech reps with the aim to improve maintenance efficiency and reduce lead times.



**HCare Training & Flight Ops** - covers a full scope of innovative training solutions, from type & mission readiness to fully customized programs, proposed in our 20 training centers worldwide supporting our global fleet, using latest technologies such as Full Flight Simulators. In 2018, Airbus Helicopters deployed learning management systems and digital training tools (VMT, component locator) throughout its Customer Centres.

### Customer Support & Service Facts & Figures

- Present in around 150 countries
- 30 customer centres and affiliated sites
- 20 training centres
- 26 flight simulators
- Some 100 service centers
- 8 logistics hubs
- 4 technical support hubs