SAFRAN HELICOPTER ENGINES INTRODUCES EXPERT LINK, NEW REMOTE ASSISTANCE SERVICE

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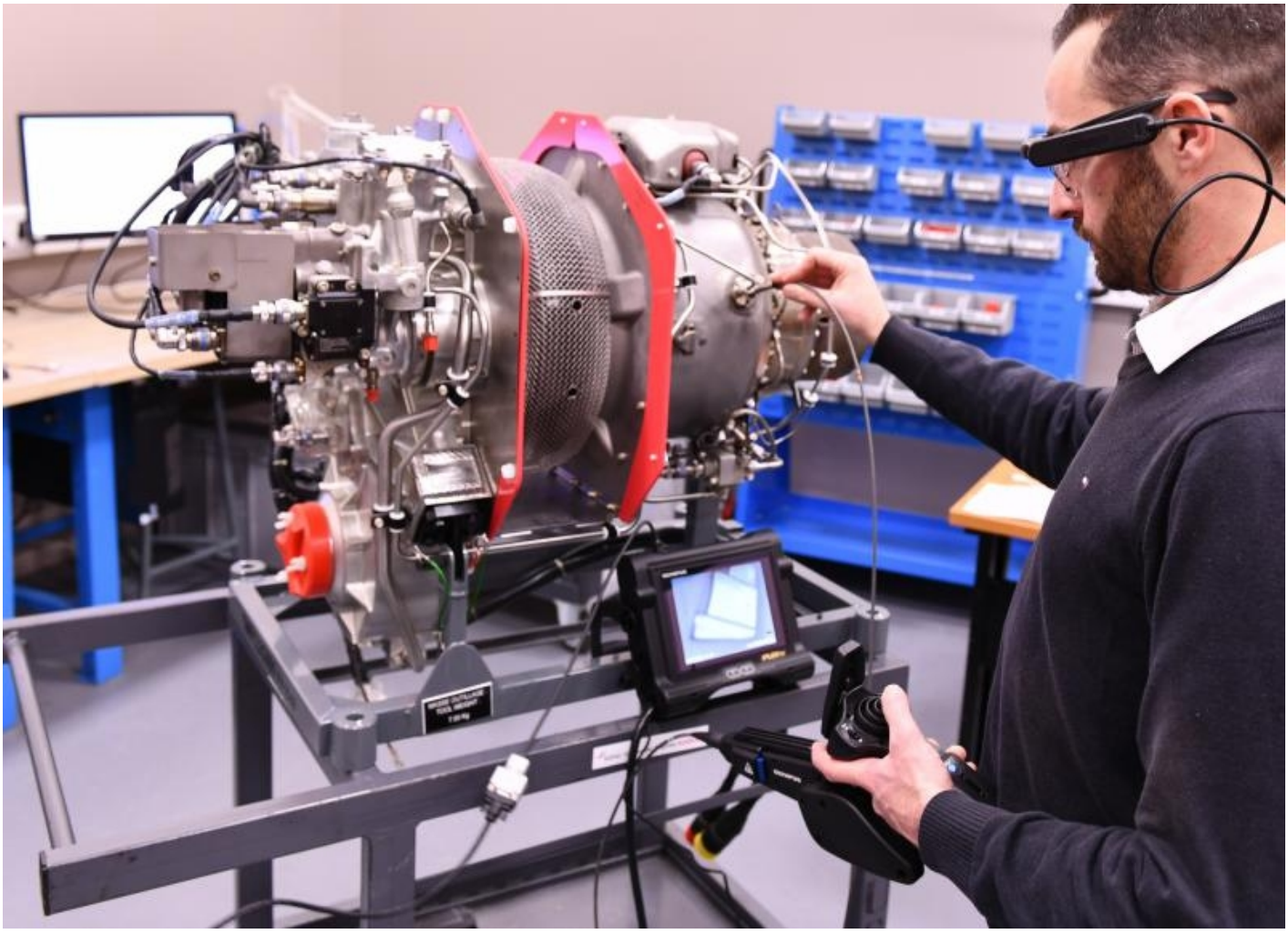

At HAI Heli-Expo, Safran Helicopter Engines is launched Expert link, a new video assistance service, and announcing the first customers: Heli Austria, Rotortech Services Inc and Heligo.

This new service allows the customer to connect, through a secure, live video feed, with Safran Helicopter Engines experts to facilitate technical diagnosis or guide them through a maintenance task.

"With this new service, our mechanics will benefit from immediate visual support on our 19 aircrafts, without leaving the workshop" stated Roy Knaus, Heli Austria CEO. "It can be very useful to maximize our fleet availability in case of urgent troubleshooting but also to increase team expertise whilst benefiting from Safran experts best maintenance practices".

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Olivier Le Merrer, Safran Helicopter Engines EVP Support and Services commented: "We have launched five digital services since last year and this is the first mobile application we launch for helicopter operators. Together with our improved EngineLife® Customer Portal, we are providing our customers with an effective range of digital services for a closer support."

Based on a proven video assistance application provided by Librestream, **Expert link** is available at two service levels. Essential, where Safran Helicopter Engines provides remote technical diagnosis and real-time interactive visual assistance. Premium adds hands-free support on scheduled tasks using borescopes or smart glasses. With this solution, customers also have the possibility to use the **Expert link** technology internally for training or direct video exchange.

Expert link features a secure datalink and is fully compatible with most smartphones, tablets, borescopes and smart glasses. It also features HD pictures recording, image drawing, file sharing, three-person call and webex connection.

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Expert link is part of Safran's EngineLife® Services, a range of solutions for helicopter engines.

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