AIRBUS HELICOPTERS IS TAKING CARE OF ITS CUSTOMERS ON EVERY FLIGHT WITH HCARE

News / Events / Festivals, Manufacturer



One year following the launch of HCare, Airbus Helicopters continues to improve its HCare Customer Service offer, providing customers with the highest levels of service and support.
Customer Service is an essential part of Airbus Helicopters' offer and represents nearly half of the company's yearly turnover. In the year since its creation, HCare has grown in each of the 5 domains that it covers, with the overriding goal of providing top-notch support for operators around the world.
"We continue to work towards our ambition of becoming the benchmark of the helicopter industry, on services as we are on our products," explained Matthieu Louvot, Executive Vice President Customer Support & Services at Airbus Helicopters. "We have really transformed our entire organization to build HCare to the level it is today, and we continue to invest our resources to provide new, modern and efficient solutions for our customers who expect nothing but the best from us when it comes to the care of their fleets."
Main axes of improvement include re-evaluating maintenance planning for the company's wide range of helicopters to provide modifications based on customer feedback. For instance, in 2015, the Airbus Helicopters reduced the maintenance workload of the H225 by 8% and of the AS365 by

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11%. The maintenance plan has also been simplified on the H125, H130 as well as H135 and H145 thanks to the extension of several limitations, inspection postponement or cancelation
Customer Service is also simplifies operators' day to day activities thanks to the eRequest tool now available on the customer portal Keycopter. It enables all customers to ask their technical queries on the website, follow their progress thanks to easy to use dashboards and evaluate the quality and relevance of the answer.
During the Heli Expo trade show, Airbus Helicopters presents what's new with the company's worldwide range of services:

- Connected Services – HCare Fleet uses the power of the digital age to make customers' jobs easier. We have introduced Fleet Keeper, a cloud-based alternative to the log book offering new possibilities not available with paper: customers can easily monitor & control fleet status in real time, record flight reports and keep track of technical events. Our first HCare Flight apps - Performance and Weight&Balance - perform mission preparation tasks and are the first steps towards an Electronic Flight Bag.
- Upgrades - Airbus Helicopters is providing a wide range of upgrade solutions. Visit http://upgrades.airbushelicopters.com to view more than 270 of the most popular standard upgrades, with defined prices (on request) and lead times, within more than 8, 000 already developed.
- Training & Flight Ops – with solutions around the globe, Airbus Helicopters offers the most comprehensive training packages through local customer centers or directly at the customer's center of operations. Airbus Helicopters recently opened its latest state of the art training center in Rio de Janeiro for the H225.
- Technical publications - available through an iPad app as of March 2016, for easier use on the shopfloor.
- In addition, the company's 24/7 follow-the-sun customer service hotline, available 365 days a year anywhere in the world, assists customers whenever and wherever they need it on everything from material or technical support to flight operations assistance.

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