FISHTAIL AIR SIGNS FIRST HCARE SMART CONTRACT IN NEPAL

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In June 2017, Fishtail Air signed a contract with Airbus Helicopters to cover a fleet of 2 H125 helicopters for 5 years under the manufacturer's HCare service offer. The contract stipulates support for both scheduled and un-scheduled aircraft events, and entitles Fishtail Air for a full Material Management service backed by a parts availability commitment.

"After being the first company to introduce the H125 in Nepal, we will now be the first to benefit from the HCare Smart programme in the country," says Suman Pandey, CEO of Fishtail Air. "We can now focus on operations to answer the growing demand for helicopter services in Nepal, while also ensuring high maintenance standards together with Airbus."

Established in 1997, Fishtail Air Pvt. Ltd operates charter flights within Nepal, with occasional flights in neighboring Bhutan and India. From its base in Kathmandu, the company operates sightseeing, rescue, medical evacuation, corporate transport, and support flights for heli-trekking to the region's most popular tourist destinations.

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Emphasising the manufacturer’s commitment to quality and performance, Airbus Helicopters' services offer, HCare, provides the rotorcraft industry's most comprehensive service coverage, grouped into 5 domains: material management; helicopter maintenance, repair and overhaul (MRO) and upgrades; technical support; training and flight operations and connected services.

As one of 3 packages offered under material management, HCare Smart features 4 by-the-hour services – such as parts-by-the-hour, an exchange service based on a contractual fixed-hourly-rate payment – to meet the needs of almost any operator type, from infrequent flyers to those conducting high-volume operations. The programme answers the needs of operators seeking efficient parts availability, budget planning and control, and simple support management.



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