REINFORCED CUSTOMER TRUST FOR EMBRAER TECHNICAL EXPERTISE

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Each big event can be judged successful looking back at the agreement and contracts signed. So, Paris International Air Show was quite good for Embraer - a pool maintenance and parts agreements with European carriers, reinforcing the customer trust and state-of-the art support of the original manufacturer in maintaining an efficient operation through the TechCare technical expertise.

Switzerland's Helvetic Airways signed a pool contract to cover four recently added E190 jets, and Aurigny Air Services signed an extension of their current agreement on parts maintenance to support the E195 operated by the Guernsey's carrier.
Embraer's popular component support solution covers the access and repair of a comprehensive list of parts, including engine line-replaceable units (LRUs), and most airframe components, besides the access to a vast repair service provider network.

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The results for airliners are significant savings on repair and inventory carrying costs, reduction in required warehousing space, and the virtual elimination of the need for resources required for repair management, while ultimately providing guaranteed performance levels.
“Signing these pool agreements with Helvetic Airways and Aurigny Air Services means an important endorsement by these relevant customers for superior quality and scope of Embraer’s portfolio of services and it paves the way to reinforcing our partnership for future business,” said Johann Bordais, President & CEO, Embraer Services & Support.

Support directly from the OEM is a huge advantage and it fits naturally with the company’s strategy. Embraer’s support secures Helvetic Airways a highly reliable operation, reduced lead times and costs, and customer satisfaction”, said Tobias Pogorevc, CEO of Helvetic Airways.

“The support of the manufacturer is the best option for Aurigny since it secures desired coverage and reliability of components with a competitive value. This supports us in achieving our Technical Dispatch reliability targets for the aircraft helping to achieve the daily flight operations with efficient solutions,” said John Paul Williams, Technical Director at Aurigny, which introduced the E195 in July 2014 and since then counts with Embraer customer support.

The component solution program is part of a suite of services that Embraer offers to support the growing fleet of Embraer aircraft worldwide through TechCare, the portfolio of products and solutions to deliver the best experience of services and support.

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