



LEONARDO HELICOPTERS

HUMS SUPPORT SERVICES

HELIWISE - HUMS Analysis Services

THE NEXT GENERATION IN HUMS SUPPORT

INTRODUCTION

Leonardo Helicopters is making significant changes to the provision of its customer support and training services. As part of the company vision to 'Think Customer' Leonardo Helicopters has launched a company wide Service Excellence initiative spanning the entire breadth of the support and training delivery performance.

Our Advanced Services have been designed and developed to enhance the customer experience, leveraging Leonardo Helicopters knowledge to deliver the best services and solutions in its class.

The Advanced Services demonstrate how Leonardo Helicopters is continually reviewing its services and technologies in order to maximise their value.

DESCRIPTION

The Leonardo Helicopters Heliwise Services are ideal for all customers, regardless of aircraft operation, covering a range of services to ensure your HUMS equipped aircraft are supported. Irrespective of fleet size or operational circumstances, Leonardo Helicopters can tailor its Heliwise Services to meet your requirements. Whether a large operator with its own HUMS analysis infrastructure requiring additional support or a small operator requiring Leonardo Helicopters support in undertaking the data interpretation or analysis, the Leonardo Helicopters team is available to ensure the HUMS is utilised to its maximum effect and your aircraft keeps flying.

The Leonardo Helicopters Heliwise Services incorporate the latest technology in data analysis and use diagnostic models like Advanced Anomaly Detection (AAD) and Advanced Vibration Data Mining (AVDM) to improve diagnostic capability and reduce customer analyst workload.

Both small and large fleet operators can expect significant savings by using the Leonardo Helicopters Heliwise Services. Aircraft operating costs are reduced through detecting issues before they could have a significant financial impact.

BENEFITS

There are considerable financial and operational benefits to using the Leonardo Helicopters Heliwise Services, including:

NO OVERHEAD FOR SYSTEM AND DATABASE ADMINISTRATION

The Leonardo Helicopters Heliwise Services removes the need for specialist servers, applications, databases and hardware by providing a secure cloud solution. This is managed as part of the services by Leonardo Helicopters IT personnel.

DATA SECURITY AND BACKUP

The services are delivered through Leonardo the Leonardo Helicopters secure portal. Services comply with company and military security standards. The process for backing up customer data follows the same standards as all other Leonardo Helicopters critical company data.

TRAINING

If an operator has their own HUMS infrastructure, Leonardo Helicopters dedicated HUMS training courses ensures the system is fully utilised so customers receive the maximum benefit from HUMS analysis.

HUMS SERVICES INTEGRATION

Our HUMS services are integrated into Leonardo Helicopters' Leonardo Customer Portal. This allows customers easy access to review their HUMS data at any time through a single point of access.

NO INFRASTRUCTURE REQUIRED

Utilising the improvements in web technology and cloud computing, organisations can use their existing IT infrastructure and connect to the secure Leonardo Helicopters portal. No further IT investment is required.

UTILISATION OF LEONARDO HELICOPTERS HUMS SPECIALIST

The services utilise years of experience from the OEM and compares customer HUMS data against total fleet trends. Leonardo Helicopters can review and analyse customer data, alerting users of potential issues, recommending additional maintenance and improving aircraft safety and reliability.

NO NEED FOR EXPENSIVE IN-HOUSE HUMS SPECIALIST

The training of in-house HUMS personnel is expensive and time consuming. Is this really needed with the considerable Leonardo Helicopters expertise at the customers fingertips? The expense and dependency is removed with the use of the Leonardo Helicopters specialists.

FEATURES

- Reduced infrastructure costs.
- 24/7 connectivity to the secure Leonardo Helicopters secure servers.
- Reduced IT footprint—no need to procure and maintain expensive bespoke IT software for HUMS ground processing.
- Reduction in labour costs. Our HUMS data experts work with your team of analysts to improve efficiency.
- Data is securely stored and managed by Leonardo Helicopters. Data ownership is never compromised.



HELIWISE PREMIUM

Our Heliwise Premium service gives an additional level of service to customers who have an in-house HUMS analysis capability. The package consists of the standard AVDM analysis tool plus a 24/7 on-call HUMS analysis service that guarantees to respond to your identified anomalies within 4 hours from receipt.

BENEFITS

The Heliwise Premium service provides operators with all the tools required for fast, in-depth analysis with addition of OEM 24/7 service. This allows operators to schedule inspection and maintenance during aircraft down time, minimizing the time that helicopters are not available to fulfil their mission.

HELIWISE FULL SUPPORT

For smaller operators, or those that do not require their own in-house HUMS capability, the Heliwise Full Support service provides a full HUMS turnkey solution. Through this service, the operator can upload the post flight HUMS data on to the Leonardo Helicopters secure Heliwise server, benefiting from routine analysis and anomalies detection. This could also include: aircraft inspections, component replacement and, where applicable, the documentation needed to return the helicopter into service.

BENEFITS

The Leonardo Helicopters Heliwise Full Support service provides customers with all the benefits of the HUMS system with no investment in staff or infrastructure, whilst HUMS analysis and alerts are maintained by the Leonardo Helicopters HUMS experts 24/7, 365 days a year within a secure web portal.

HELIWISE REAL-TIME HUMS

Through Heliwise Real-Time HUMS, customers that have integrated their HUMS systems with Skytrac STC kit, in case of threshold exceedance, can transfer HUMS data directly from the helicopter in flight to their HUMS team on ground. Data download is guaranteed for the whole flight through company-secured Wi-Fi hotspot.

BENEFITS

Thanks to the Heliwise Real-Time HUMS operators can improve fleet availability by reducing unexpected helicopters AOGs. The integrated WiFi capability makes data download immediate and automatic, removing the effort of manual activities (up to 40 Man Hour /Helicopter /month).



COMMITMENT TO OUR CUSTOMERS

Leonardo Helicopters is committed to developing and expanding its Customer support solutions to meet your needs. We always welcome discussions with our current and potential Customers to help us deliver solutions focused on your operational needs.



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