

CUSTOMER SUCCESS STORY

HAPP helps to keep Italian executive aviation business ready to fly

Honeywell Avionics Protection Plan ensures reliability and budget control for Avionord



Overview

For executive air travel operator Avionord, business success depends upon its ability to react quickly to the needs of its customers.

Maintaining its reputation for reliability requires expert management of its supply chain to ensure that essential supplies and components are always in place at its hangar at Milan's Linate Airport.

All unscheduled repairs must also be carried out swiftly and expertly, anywhere in the world, to keep flights on schedule.

To maintain these high standards Avionord selected the Honeywell Avionics Protection Plan (HAPP), providing extensive worldwide coverage for all Honeywell avionics equipment and systems for a fixed annual fee. The plan delivers peace of mind and budget certainty.

Background

Based at Milan Linate Airport, Avionord is a leading provider of executive air travel, aerial photography, aircraft maintenance and emergency medical and rescue services.

Owned by the Cremascoli medical services group, Avionord is the only aviation business in Italy with its own in-house medical division, with the on-board equipment and expertise required to transport patients and donor organs safely and efficiently.

It operates two Bombardier Learjet 45s, a Learjet 31A and an AgustaWestland A109E helicopter, maintaining its fleet and coordinating logistics and commercial operations from its own hangar.

For its avionics maintenance, repairs and upgrades, Avionord uses the skills and support services of Northern Avionics, also based at Linate, a long-standing Honeywell partner and one of Europe's foremost avionics specialists.

Business Need

For all of Avionord's diverse activities – and the ongoing success of its business – speed of response and reliability are essential.

In particular, its air rescue and medical services flights require aircraft to be ready to go within minutes of an emergency call. Its corporate customers are also looking for the speed and flexibility of a private jet.

Avionord's reputation for excellence has been built on its ability to keep its aircraft in prime condition, ready to fly at a moment's notice, and a finely-tuned logistics operation ensures that, for each mission, pilots, crew and equipment are on hand for immediate deployment.

To maintain these high standards, Avionord relies on its supply chain to be certain that all necessary components are ready and waiting in the workshop to carry out planned maintenance and repairs.

Of equal importance is fast access to the right parts and equipment for its teams to respond to an unplanned or emergency repair, to ensure that time on the ground is kept to an absolute minimum.

QUICK FACTS

Honeywell solution

Honeywell Avionics Protection Plan (HAPP)

Customer results

- Reduced operating costs and annual budget certainty
- 24/7 access to world class products and services, available on flexible terms
- Peace of mind that fast emergency support is on standby to respond to any AOG events

Why Avionord chose Honeywell

- Honeywell is the world leader in avionics systems
- Using HAPP guarantees equipment, technical support, speed and service efficiency
- Honeywell's global network of more than 350 dealers means that expert assistance is always close at hand

Customer

- Name: Avionord
- Location: Milan, Italy
- Industry: Private executive jet travel



"Trying to define repair costs in advance is a great challenge for every company and the Honeywell program allows customers to structure their budgets by means of a fixed yearly price to protect themselves before any issue should arise."

Roberto Ronchi, CEO, Northern Avionics

Meanwhile, in common with all aircraft owners and operators, the company is looking to maximize the return on its substantial investment, to keep maintenance and repair costs under close control and to avoid unexpected bills.

Since 2008 Northern Avionics has been working closely with Avionord, supporting its customer to meet these challenges and to help protect Avionord's position in the ultra-competitive private aviation industry.

Solution

With these requirements in mind, Northern Avionics recommended the Honeywell Avionics Protection Plan (HAPP), a maintenance agreement specifically designed to help owners and operators to minimize the impact of aircraft on ground (AOG) events.

Covering more than 50 different platforms, the HAPP service is available 24 hours a day, seven days a week for AOG emergencies, and includes all paid air-freight and no charge loan parts.

Honeywell guarantees quick service and world class support from its technical product experts, and utilizes more than 600 authorized sales and service centers worldwide.

A variety of coverage options are available bespoke plans can be created to suit individual customer's requirements and budgets.

HAPP is backed by the company's spares exchange (SPEX) program which provides line replaceable unit (LRU) exchanges and rentals for both warranty and non-warranty situations.



Utilizing supply depots, support centers and Honeywell's own 24/7 customer response center, SPEX delivers rapid turnaround times to ensure that avionics components covered under HAPP are quickly available.

HAPP builds on Honeywell's other well-established programs including the Maintenance Service Plan (MSP), the most widely used engine and APU maintenance program in business aviation, and the Honeywell Mechanical Protection Plan (MPP) for environmental and cabin pressure control systems.

Benefits

HAPP delivers the peace of mind that comes from having priority access to guaranteed, world class quality parts and service for an up-front agreed price, delivering much-reduced prices, tight budget control and predictability.

There are flexible payment arrangements with the option to renew annually or select a multi-year contract. Supporting both general aviation and business aircraft since 1954, SPEX has the depth of resources and expertise only available from a proven leader in aviation products and services.

Honeywell's field support system includes a global network of supply depots, support centers and a 24/7 complete customer care center. All components carry the latest mandatory modifications and are updated with the latest reliability enhancements while in the repair cycle.

"Avionord has a three-year HAPP contract for one of its Learjet 45s and has now committed to extending HAPP coverage of its fleet," said Northern Avionics' CEO, Roberto Ronchi.

"Trying to define repair costs in advance is a great challenge for every company and the Honeywell program allows customers to structure their budgets by means of a fixed yearly price to protect themselves before any issue should arise.

"Avionord has already seen the benefits of HAPP thanks to the replacement of a high value component - the onboard main display.

"The problem concerned the focus of the screen and it was experienced only in isolated cases. After routine troubleshooting by Northern Avionics we recommended using HAPP to replace the unit before a persistent defect occurred, cutting the risk of an in-flight issue with a critical component and improving reliability and safety.

"With HAPP the situation was handled calmly, avoiding any unwanted aircraft ground time and ensuring that Avionord could carry out the important flights it had already scheduled."

Added Marco Insogna, Avionord's technical director: "Our Honeywell contract has allowed a different and safer approach to avionics maintenance, encouraging the prevention of risk and the timely solution of issues.

"From an economic point of view, HAPP plays a very important role, helping the company to manage its budget and allowing a reduction in overall maintenance costs. The strength of the plan includes prompt parts availability and fast delivery times – these are critical elements, especially for our medical and organ transportation flights."

"The strength of the plan includes prompt parts availability and fast delivery times – these are critical elements, especially for our medical and organ transportation flights."

Marco Insogna, technical director, Avionord

Honeywell Aerospace

Honeywell

1944 E. Sky Harbor Circle
Phoenix, AZ 85034

Telephone: 1.800.601.3099

International: 1.602.365.3099

www.honeywell.com

A60-1378-000-000

February 2016

© 2016 Honeywell International Inc.

Honeywell