

HCare[®]

As soon as an Airbus Helicopters rotorcraft is delivered, one of the company's primary missions begins: providing the customer with the necessary support and services to carry out their operations efficiently, safely and cost-effectively.



What is HCare?

The HCare customer support & services offer allows Airbus to bring tailor-made and competitive solutions to the customers' doorstep, keeping businesses on track and rotorcraft in the skies. Not only does **the HCare offer** cover today's flights, but tomorrow's as well. As operators' requirements evolve and their missions become more demanding, Airbus Helicopters continuously adapts its service portfolio to fit customers' needs.

Spanning five different domains, HCare ensures that each flight is a success and is performed with the highest levels of safety.



HCare Material Management - covering spare parts and Repair & Overhaul services for a higher fleet availability & budget control. For optimal reactivity, parts are distributed through our 3 logistics hubs worldwide.

- This service package is made up of 3 different service lines where more risk sharing can be taken from Airbus Helicopters through contractual availability commitments: HCare Easy, with on-request catalog services; HCare Smart, with 4 by-the-hour options; HCare Infinite, with up to a full availability commitment.



HCare Helicopter Maintenance - covering helicopter maintenance, repair & upgrade solutions from required scheduled inspections through Service Bulletins & Supplemental Type Certificates (STC) to extensive retrofits, performed in our global MRO facilities or at the customers' doorstep



HCare Technical Support – covering our worldwide technical support network composed of 4 technical hubs at operators' disposal 24/7. Expert teams act according to three main priorities: safety enhancement, fleet availability & customer satisfaction.



HCare Training & Flight Ops - covering a full scope of innovative training solutions, from type & mission readiness to fully customized programs, proposed in our 23 training centers worldwide supporting our global fleet, using latest technologies such as Full Flight Simulators.



HCare Connected Services - covering a suite of applications and software creating a new customer experience, dedicated to the support of flight & maintenance operations and in connection with the OEM. Better efficiency, more reactivity, cost burden reduction and enhanced safety.

Customer Support & Service Facts & Figures

- 29 customer centers and participations
- 23 training centers
- 27 flight simulators
- More than 100 MRO & service centers
- 4 technical support hubs operating 24/7
- 3 logistics hubs operating 24/7
- 150 tech reps worldwide