

AW newsletter

Heli-Expo 2019 Special Edition

ThinkCustomer

#1 IN 2019 PRO PILOT SURVEY - THANK YOU TO OUR CUSTOMERS!

“We are honored to have achieved the 1st place in the 2019 Pro Pilot Helicopter Product Support Survey. It is a great result, generated from an ongoing commitment and dedication towards our customers and partners in improving and enhancing our services, following the principles of transparency, clarity and consistency. But, above all, we must thank our customers for trusting us, recognizing our efforts to create added value solutions and to build a continuous and effective dialogue with them” said Vittorio Della Bella, Customer Support & Training Senior Vice President, after publication of the survey’s results.

This success is part of a journey we started two years ago with the launch of our AW TeamUp brand, which challenged us to renew our approach and to revisit our strategy.

Focusing on proximity and customer satisfaction as key drivers of this mission, we invested substantially in our global support network - the most recent milestone is the new blade repair and spares distribution center opened in Broussard to support our operators in the Gulf of Mexico. And we plan to further expand the international footprint and capabilities, to provide customers with local hubs and technical assistance. To better meet customers’ needs, we introduced a New

Service Policy which increases flexibility and optimizes Customer Services, reducing lead times and minimizing unscheduled operative costs. The Italian warehouse relocation into a new renovated building in Vergiate represents a key step in this direction, improving our processes with benefits in terms of both efficiency and effectiveness.

In this era of digital technology, we focused on the expansion of our Advanced Services portfolio, with the introduction of innovative solutions and new technologies to boost internal and external communication, in order to be more reactive and competitive.

And training represents undoubtedly a further cornerstone at the heart of this strategy, with two main objectives: increasing safety and crew effectiveness through realistic and synthetic training evolutions, digital applications and new facilities, like the future Training Academy in Philadelphia.

Looking ahead, we want to thank again our customers for this important result, which represents a great motivation and incentive to deal with future challenges, with the awareness that great results can be achieved only through hard work, dedication and passion.

#1 in Customer Support
PRO PILOT 2019
Product Support Survey

PROFESSIONAL PILOT

- Tech reps
- Cost of parts
- Tech manuals
- Spares availability
- Response Time
- Service satisfaction
- AOG Speed

LEONARDO

THE BREAKFAST CONFERENCE

This year we renewed the invitation to our customers to join us for a Breakfast Conference early in the morning of the first day of HeliExpo.

Over 200 guests met with our team at King Plow Event Gallery in Atlanta, which was originally an antiquated plow factory, later transformed into an arts community and center for commercial, performing and visual arts and it also hosts a restaurant within the buildings, while preserving their historic and architectural significance.

The event started out with a speech by our MD, Gian Piero Cutillo, who greeted the guests and did a brief recap of the results and highlights of 2018 for Leonardo Helicopters, described some achievements and projects for this year, and then gave a quick description of the products and services we had at our booth. He concluded sharing our objectives and goals, which are and remain customer centricity and satisfaction, with a strong focus on communication.

Then Roberto Garavaglia, our SVP Strategy and Competitive Analysis took the lead, first of all with his presentation, and then he served as Master of Ceremonies during the event.

He presented our product range and the value growth we had in 2018 in the civil market, he then detailed how successful 2018 has been for us.

Three of our customers took turns and gave a presentation, starting with Karl Fessenden, President and CEO of CHC Helicopters, who described the relationship between the two companies, which started out in 2005 and has developed on several milestones and different projects. He concluded praising true collaboration, based on trust and openness as both parties are working towards a mutual goal and shared success.

It was then the turn of Tommy Liu, General Manager of Sino-US which is part of the Kingwing Group. He detailed their operations as pioneers of EMS operations in China, where they operate a mixed fleet of our helicopters, with dedicated interiors and kits specific to their missions. They also manage disaster relief, highway on scene rescue, as well as inter-hospital transportation.

The last presentation was by Nikita Korovin, Head of Aerial Works of Aviashef based in Sakhalin, Russia, who introduced the company and their operations. Aviashef are specialized in passenger and freight transportation to offshore oil and gas platforms and marine vessels. But they also provide limited search and rescue and medical evacuation operations in 24/7 standby mode, forest firefighting and aerial seeding, passenger and freight transportation to hard-to-reach areas. They have a mixed fleet of helicopters and started operating an AW189 last November.

Many thanks to all speakers, who shared with the attendees their experience and their relationship with Leonardo Helicopters, and thanks to all the guests who accepted our invitation to attend.



2019 CAB - MORE AND MORE GLOBAL AND OPEN TO DIGITALIZATION

Thanks to an increased number of operators attending from the five continents, and opening up to emerging trends like product and training innovation, technology and digitalization, the 2019 Customer Advisory Board (Atlanta - March 4th), reconfirmed its success among customers and attendees.

Based on the wide appreciation of the 2018 format, the morning session focused on the AW169 and AW109/AW119, followed by the AW139 and AW189 in the afternoon. Technical updates, in-service events and related airworthiness information, maintainability design improvements and the Reliability Data Sharing Group service were the main topics discussed during the two plenary sessions.

Training developments and Advanced Services updates expand the traditional concept of the event, emphasizing the crucial role of digitalization for the CS&T business, with an invitation to test our latest applications displayed at the booth.

New tools, such as our HeliLink application, as well as multiple upgrades to the traditional Advanced Services portfolio have been presented as tangible examples of our digital transformation strategy that, leveraging on intuitive and smooth technology, aims at fostering communication with customers and providing qualified and effective solutions. Feedbacks, gallery and presentations have been collected and shared with the community through a dedicated website.

Want to learn more?

[Click here!](#)



Customer Focus

OUR US SERVICE CENTER NETWORK KEEPS GROWING

We are continuously expanding our Service Center Network introducing new facilities and strengthening the relationships within the current network. At Heli-Expo we announced two important agreements that represent a step forward in line with our philosophy of customer proximity.

Arrow Aviation has been up-graded as a Leonardo Excellent Service Center consolidating our partnership even more. This up-grade makes them the only Excellent Service Center in the entire Western Hemisphere, not including our own facilities in Philadelphia and Brazil. Furthermore they are extending their current agreement on AW119 and AW139 products to include A109E/S/SP models.

Uniflight LLC is opening a second facility in Texas, expanding their operations. The new facility will soon operate as a Leonardo Authorized Service Center for A109E/S/SP, AW119, and AW139 models. This Center represents also a valid support for AW169 customers in this area, as it will offer maintenance to the type as well.



NEW RFID TECHNOLOGY ON OUR HELICOPTERS

We announced a partnership with Gulf Helicopters to test our new advanced digital service on their AW189 helicopters fleet: the Radio Frequency Identification Technology (RFID).

This is a pilot project that aspires to export Radio Frequency Identification Technology, which is at the core of logistics industry, into the helicopters world. RFID allows automatic downloading of data from aircraft components for enhanced maintenance efficiency and improving helicopters configuration control.

Such data, easily and timely acquired by dedicated smart tag readers, will also contribute to enhance efficiency of other features and services based on structured big data acquisition, already available within our portfolio, such as HUMS (Health Usage Monitoring System) and related predictive maintenance/logistics.

The project will be adopted on all AWFAMILY platforms and could be retrofitted at customers' will.

ACCELERATE YOUR DIGITAL CAPABILITY WITH HELILINK

We have announced a collaboration with Westar Aviation Services Sdn Bhd to test our new HeliLink service, in line with our commitment in continuous service improvement and providing customers with the latest state of the art technologies.

HeliLink, which has been developed by our Product Support Engineering team, provides remote video-call support for maintenance technicians with augmented reality. HeliLink offers service level assurances in terms of response time, providing quick assistance in case of trouble shooting and prompt solutions to technical queries, improving helicopter fleet reliability and management. Westar and its AWFAMILY fleet will benefit from this service, while allowing us to enhance HeliLink capability thanks to the real customer experience.

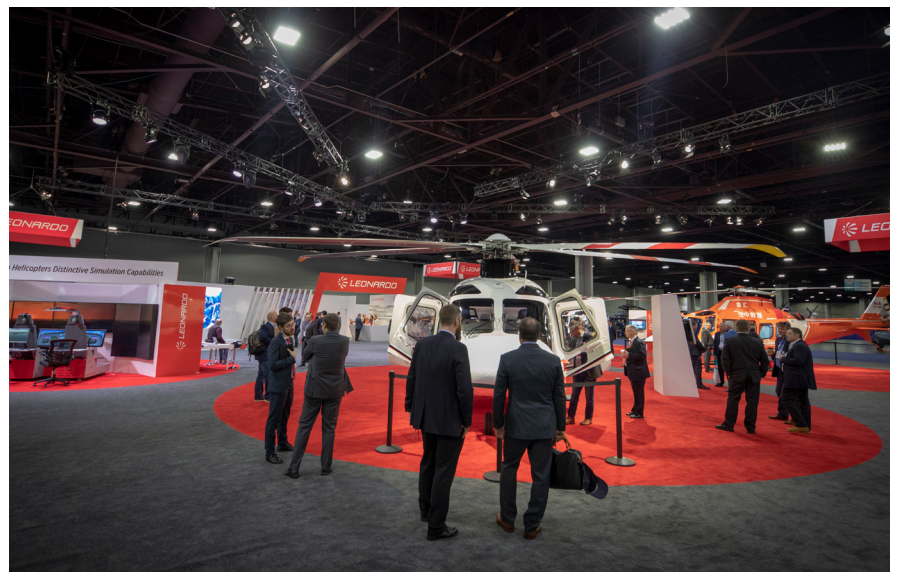


ACHIEVEMENTS AT HELI-EXPO

This year we attended Heli-Expo presenting some major achievements in market positioning, service delivery, program advancements and US presence. We are the world's leading civil helicopter manufacturer in terms of value, with a 40% market share in 2018.

As the civil market leader in the US generating the most revenues from helicopter deliveries for the past two years, we are reinforcing our commitment to the US to meet growing market demand. We have launched the project for a new Training Academy which will open in Philadelphia in 2020. This new Academy will deliver the necessary support to the growing helicopter fleet in North and Latin America.

Through our site in Philadelphia we stay focused on the US Navy TH-XX training helicopter requirement, working on the TH-119 IFR single engine FAA certification which will guarantee unique capabilities for the vital naval pilot training role.



We have achieved FAA Certification also for the AW109 Trekker, the newest and most capable light twin available on the market, which therefore will now enter the US market, especially for EMS missions, thanks to its features of a cabin allowing full patient body accessibility from head to toes.



During Heli-Expo we announced orders for two offshore AW139s with options for four AW169s in Mexico and one more AW139 for Search and Rescue missions by the Japan Coast Guard. Our helicopters will shortly enter the Ecuadorian military market for the first time: four AW119Ke single engine helicopters will be deployed by the Air Force to perform training, utility, patrol and MEDEVAC/SAR missions.

The global market interest in the AW609 is continuously growing, including also Japan with the signing of a Memorandum of Understanding (MoU) with Nakanihon Air Service to evaluate tiltrotor transport and public service operations in the country. While we are moving forward towards FAA certification, we have the first production aircraft set to enter final assembly at our Philadelphia facility, which will host also the first AW609 Full Flight simulator, expected to be operational in 2020 at the new Training Academy.

At our booth we introduced new customer services, aimed at improving proximity, innovation, data sharing/analysis for greater fleet management efficiency, reliability and safety. Our efforts and engagement in improving customer service were recognized by the results of the Professional Pilot Product Support Survey 2019, where we are now ranked No.1.



THE GAME CHANGING SIMULATOR: THE FUTURE IS NOW

During Heli-Expo we announced the start of the production of the world's first AW609 Level D Full Flight Simulator, which will be the flagship at our new Training Academy in Philadelphia.

The AW609 "Full Motion" simulator will deliver the most advanced level of training, meeting pilots and customers' needs. As a matter of fact customers using the AW609 simulator will enhance the training experience thanks to the real reproduction of all TiltRotor flight conditions, missions, operating environment and real aircraft behavior either in normal or in emergency conditions, also with the possibility to adopt the Night Vision Goggles for night missions

The AW609 simulator is a major milestone of the AW609 program and will be part of a dedicated services

package offered to the aircraft customers. Last but not least a specialized AW609 Customer Support & Training Team will work onsite to better sustain the growing demand of this aircraft and to foster the simulator capabilities.



REDEFINING TRAINING STANDARDS: NEW TRAINING ACADEMY IN PHILADELPHIA



During Heli-Expo we confirmed we are expanding our training network with the launch of the project for the new Training Academy, which will be based at our site in Philadelphia. It's a crucial step forward in line with our commitment and the strong requirement to meet the even more growing demand for comprehensive training services in North and Latin America.

The training approach will offer Customers ground and flight training, digital courses, distance learning, virtual cockpit discover and maintenance trainer simulators. Moreover the new Training Academy will offer the state of the art training technologies and services including AW119/AW139/AW609 Maintenance Training Bays, AW109/AW139/AW609 Virtual-Enhanced Training Devices and AW169/AW139/AW609 Level D Full Flight Simulators.

Pilots, cabin crew and maintenance technicians will benefit of a complete training experience in our new campus.

Click [here](#) to watch the video



HUMS: REAL TIME DATA MONITORING CAPABILITIES

HUMS digital service allows to monitor helicopter data health and to execute predictive maintenance powering the fleet availability. The helicopter is connected to the Internet in a secure way, which also allows updating the algorithms based on the data gathered by the rest of the fleet.

We have developed a new feature to further enhance our Real Time Hums Systems. This capability will ensure a better real-time data monitoring during the flight.

In partnership with customers and Skytrac, we have always enhanced the concept of forecast, through our Real Time Hums system, which allows finding data correlations that might not be detected even by a team of experts. The resulting algorithm is made by all data gathered and further integrated in a large database, which consists in information provided by the manufacturer as well as information gathered by the fleet.



NEW ACHIEVEMENTS FOR OUR SKYFLIGHT DIGITAL SERVICES



At our booth, customers had the opportunity to explore the full family of Skyflight Digital Solutions, entirely designed and developed by us, to support flight crews.

Visitors have experienced Skyflight Mission Planning ground-based systems that support both Military and Civil applications, assisting

crews in the analysis, uploading and debriefing capabilities and allowing them to simulate Tactical scenarios or SAR operations.

Moreover, visitors had the chance to test Skyflight Mobile Service, which is easily accessible through the dedicated App on customers iPads. The application enables to plan, perform and analyze flight missions starting from the ground, reducing time and complexity, performing a complete safety assessment, optimizing costs and increasing missions' effectiveness.

The latest functionalities implemented both Skyflight Mission Planning and Skyflight Mobile include now the Flight Risk Assessment tool, Debriefing Capabilities and Flight Planning advanced functionalities for Host Operations and Offshore.

Skyflight Mobile Service is now available also for the AW609 TiltRotor, evidence of our commitment in improving the quality of the service provided to our customers.



MOU WITH NAKANIHON AIR SERVICE ON THE AW609 PROGRAMME

During HeliExpo in Atlanta, Leonardo and Nakanihon Air Service, Co., Ltd. of Japan (Nakanihon Air Service) signed a Memorandum of Understanding (MoU) for a joint working group that will study requirements for the introduction into service in Japan of our AW609 commercial multirole tiltrotor.

Nakanihon Air Service said: "At Nakanihon Air Service we operate about 80 aircraft, both fixed wing aircraft and helicopters, and we are very interested in the new tiltrotor category. Through this joint working group with Leonardo, we would like to explore the applications of the AW609 to future aeromedical services, disaster emergency response and news coverage as well as new areas of business."

Nakanihon Air Service have a long experience as one of the largest fixed and rotary wing operators in Japan, furthermore they have been operating as a Leonardo Authorized Service Center for decades. They perform charter, goods transport, aerial photography and EMS/SAR services across the nation. Their combined fixed/

rotary wing operational and service expertise makes Nakanihon Air Service the ideal partner for this working group, facilitating the identification of opportunities for the introduction of the world's first multirole/commercial tiltrotor in Japan and offer the AW609 for a range of roles such as transport and EMS/SAR.

The AW609 represents the next generation of aircraft transport under the all-new, rigorous power lift civil certification category being set by FAA, and is now entering the mass production phase at Leonardo Philadelphia



See you in Anaheim!



January 27-30 • Anaheim, CA
Exhibits Open January 28-30

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