



LEONARDO HELICOPTERS

HELILINK CONNECT, SOLVE, FLY



HELILINK YOUR TECHNICAL SUPPORT: ALWAYS ON

When you experience a technical issue, the problem can't wait. HeliLink is your 24/7 connection to Leonardo's expert engineering support team.

Wherever you are in the world, day or night, there is now a quick, easy and interactive way to access remote technical support through video calls, real-time chat and push notifications.

HeliLink brings our engineering expertise directly to your operation.

It guarantees live support and assistance to help with troubleshooting, damage assessment and prompt resolution of technical issues. And it means that you benefit from rapid specialist support, available anytime, anywhere.

The HeliLink App also offers a technical solution to enhance your own organisation's capabilities across Operations, Maintenance and Engineering, bringing teams together, sharing information and boosting efficiency.



KEY BENEFITS

- 24/7 access to remote engineering support
- Rapid assistance available anytime, anywhere
- Real-time help through video calls, interactive chat, document sharing and more
- A technical solution to enhance your own operations

MAIN FEATURES

Easy access: activate your account, then simply log in with your Leonardo Customer Portal credentials;

Connect via mobile application and website: support available anytime, anywhere;

Set different profile levels: from Global Admin to Guest based on users' needs;

Borescope compatibility: available for Android devices – you can now attach a borescope to use as external camera to enhance support during troubleshooting;

High quality audio and video: helping to overcome low bandwidth issues;

Enhanced 'Virtual Room' size: up to 15 attendees can join the same "Virtual Room";

Enhanced meeting management: to support attendees, change meeting planning and copy meetings;

Desktop sharing and collaboration space: an effective way to identify issues and provide rapid solutions;

Meeting recording encryption: recordings are encrypted for additional security. When the recording is ready to be downloaded, an email is sent to inform you;

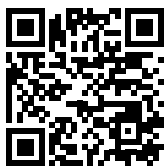
Email integration with calendars: meetings' email notification are integrated within calendars.



DOWNLOAD THE HELILINK APP



TRY THE WEB APPLICATION



Are you interested in discovering more about HeliLink?

Please contact us at:

engineering.support.lhd@leonardo.com

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