BUNDESPOLIZEI: AIRBUS AS332L1 FRAMEWORK CONTRACTS

Heli-One
Excellence in Helicopter Maintenance Services

CASE STUDY

AIRBUS AS332L1 FRAMEWORK CONTRACTS

ABOUT

The Bundespolizei, the uniformed federal border police force in Germany, operates twenty Airbus Super Puma AS332L1s. In 2012 Heli-One were awarded a framework contract to upgrade and overhaul ten aircraft over ten years. This was followed by another separate framework contract to add a further three ships for similar work and interior refurbishment of the removable/ quick change corporate-style cabin. The contracts also include ongoing inspections and MRO for engines and major components.

TESTIMONIAL

"Bundespolizei's operations demand mission-readiness at all times and optimal levels of capability. Our framework with Heli-One involves issuing new challenges to them all the time – in terms of new, mission-oriented requirements and demanding timescales – and Heli-One has been able to meet these challenges. Heli-One listens carefully, asks the right questions, makes sure the proposed solutions are right, and uses their experience as an operator to add value to discussions."

Bundespolizei

CUSTOMER BENEFITS

- Framework contracts cover all ongoing MRO and inspections
- Flexibility to include fixed-price special work programmes for upgrades and modifications
- Efficient turnaround times and end-to-end capability
- Added value of extensive operational knowledge of AS332L1
- Comprehensive customer service and ongoing communication

HELI-ONE'S APPROACH

The Bundespolizei (BPOL) operates a mixed fleet of helicopters – of which 20 are Airbus AS332L1s. BPOL utilzes the versatile and rugged Super Puma in multiple roles that include border security, counter-terrorism, air rescue and a variety of other activities

The current framework contract was awarded independently via a competitive bid process – where Heli-One's turnaround times, levels of capability and cost effectiveness matched BPOL's need for a responsive, skilled and efficient MRO partner.

Within the contract agreement, Heli-One is responsible for the performance of G-level maintenance inspections for the BPOL fleet, as well as engine and major dynamic component overhauls, airframe refurbishment, system upgrades and integrations as well as various interior modifications from its Stavanger, Norway operations and maintenance base.

Heli-One believes in delivering a totally customer-oriented service – with excellent and clear lines of communication with the customer. In addition to the standard maintenance and overhauls specified within the framework contract, Heli-One is flexible to deliver special work programs. BPOL has been able to work with Heli-One in defining the scope of the requirement to achieve optimal mission capability – with valuable input from Heli-One's experience as an operator of the AS332L1.

TECHNICAL DELIVERY

The framework contract contains different combinations of requirements for each aircraft in the fleet – a typical sample of which:

- A (36 months) Inspection
- T (750 hours) Inspection
- G-Check including 12 years Aging Inspection

The ongoing contract also covers component overhaul for the AS332L1 aircraft:

- Gear Boxes (Main, Intermediate, Tail)
- Main Rotor Hub
- Engines

Heli-One also implemented modifications and upgrades:

- New electronic tactical integrated mission systems
- Flight Deck Avionics systems (navigation, communications, sensors)
- Design and development of Pod Mounted Air Condition System in conjunction with the modification of the Cabin
- Light Weight Interior including Prototype and Certification Services
- Cabin and external airframe mounted special mission equipment

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ICELANDIC COAST GUARD: AIRBUS AS332L1 SUPPORT

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CASE STUDY

AIRBUS AS332L1 SUPPORT

ABOUT

The Icelandic Coast Guard (ICG) is a governmental search-and-rescue (SAR) and surveillance service. Based in Reykjavík, they operate three Airbus Super Puma AS332L1s alongside fixed-wing patrol aircraft and a fleet of off-shore and coastal vessels. In 2010 the ICG signed a 5-year custom support contract for its helicopter fleet with Heli-One. The contract model not only allows the ICG to manage budgets effectively; it maximizes aircraft availability – letting the ICG get on with the job of saving lives.

TESTIMONIAL

"The agreement with Heli-One has made a big difference for the ICG. With a limited fleet of rescue helicopters and a large and demanding rescue area for which we have responsibility, it is highly important for us to get as much as possible out of each heli-copter and limit downtime. It was a big step for us to sign for the agreement for our helicopter fleet and a step in the right direction."

Höskuldur Ólafsson, Director Maintenance, Icelandic Coast Guard

CUSTOMER BENEFITS

- Comprehensive budget management
- Maximum fleet availability
- Rapid response service for unscheduled maintenance
- Analysis and consultation on support model required for demanding operational needs
- Access to technical support and advice
- Comprehensive customer service and ongoing communication

HELI-ONE'S APPROACH

Heli-One bases its support contract modeling on analysis of the customer's operational scope and level of support required. Every support contract is tailored to the customer's exact requirements – offering value for money combined with an excellent level of service.

ICG provides Heli-One with a rolling forecast of components required for due maintenance four months ahead of the event. Heli-One orders necessary parts and components for delivery two weeks before scheduled maintenance. The contract also covers all unscheduled events like snags and failures, and offers dispatch of any required component within 24 hours from Heli-One's comprehensive pool of spares, to rectify an AOG situation. The ICG has access to Heli-One's 24/7 AOG hotline service. Heli-One's facilities in Stavanger are available for block maintenance and major inspections, and technicians can be dispatched to Reykjavík as required.

Heli-One believes that maintaining a close relationship with the customer adds value to its service delivery. Analysis and consultation on the requirements is enhanced through Heli-One's in-depth knowledge of the customer's aircraft and operations. In addition, Heli-One's experience as an operator in harsh and offshore environments means the ICG benefits from operational technical advice. The ICG's motto is "Við erum til taks" which translates as "Always prepared". Heli-One's job as a maintenance provider is to ensure each ICG aircraft is "always prepared" to react to emergency calls and save lives at sea or over land.

TECHNICAL DELIVERY

The ICG's support package includes:

- Tip to tail maintenance including engines, major components, avionics and non-major components
- Logistics support (purchasing, planning stores)
- Scheduled deliveries two weeks in advance of planned events
- AOG deliveries within 24 hours
- 24/7 AOG support

In addition to ICG's covered elements, the following could be added to the services upon request:

- Leasing of parts for consignment stock
- Supply of line maintenance consumables
- Inclusion of freight to and from the customer's location
- Incorporation of OEM Service Bulletins
- Service Letter Compliance
- Incorporation of Engineering Orders
- Major inspections

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LOS ANGELES COUNTY SHERIFF'S DEPARTMENT (LASD): AIRBUS AS332L1 MODIFICATIONS

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CASE STUDY

AIRBUS AS332L1MODIFICATIONS

ABOUT

In September 2012 Heli-One delivered the first of three completed Airbus AS332L1 Super Pumas to the Los Angeles County Sheriff's Department (LASD) Aero Bureau. The 'Air Rescue 5' mission profile is primarily SAR, but also demands duties such as SWAT and maritime missions, Homeland Security support, and natural disaster relief. Heli-One was successful in its bid for the complex, on-going and multi-aircraft 'LASD Super Puma Mk 1 Block I modification program'.

TESTIMONIAL

"There are many good people at Heli-One working non-stop to ensure every one of our needs are met... Heli-One's ability to bring focus and work together with Transport Canada and FAA (United States Federal Aviation Administration) who worked on the project was absolutely phenomenal and they were 100 per cent committed. Without their combined extra effort, none of this would have been possible."

Ret. Deputy Patrick McKernan, LASD Program Manager and Air Rescue 5 Chief Pilot

CUSTOMER BENEFITS

- Unprecedented operational capabilities enabled by cutting-edge upgrades
- Greater program turnaround efficiency through Heli-One's in-house STC approval capability
- The most cost-effective solution for the customer
- Upgrades enable compliance with the very latest national regulatory standards
- Seamless handover achieved through embedding Heli-One personnel with the Aero Bureau following delivery

HELI-ONE'S APPROACH

To meet the demanding requirements of 'Air Rescue 5' the aircraft required a program of substantial modifications, christened the 'LASD Super Puma Mk 1 Block I modification program'. Heli-One's proposal was a combination of cost-effectiveness and quality assurance; the depth of experience with the Super Puma variant was a major deciding factor. Heli-One is an internationally recognized Design Approval Organization (DAO) certified by Transport Canada and has the capability and authority to approve solutions in-house.

For projects with the level of complexity of the Block I program this offers a significant advantage in terms of project turnaround efficiency. Heli-One's work for Block I included removing unnecessary equipment from the Super Pumas, upgrading existing equipment, and adding new equipment specific to meet 'Air Rescue 5' mission requirements.

All modifications were designed to enable the Aero Bureau to make a real difference to the lives and safety of the people of Los Angeles County. Whether it is the ability to fly patients faster to hospitals using the aircraft's speed in combination with avionics upgrades; the specifications for 'Air Rescue 5' have been designed for cutting-edge capability. Heli-One ensured a seamless handover of the first ship to the LASD by embedding Heli-One personnel with the Aero Bureau for two weeks.

TECHNICAL DELIVERY

Some of the 65 Block 1 upgrades and modifications completed in total by Heli-One:

- Flight Management System (Universal Avionics UNS-1Fw, FMS W/NMS)
- Enhanced Ground Proximity Warning System (Honeywell)
- Heli-One Patient Litter System
- AeroComputers UC 5100LE Mapping System with AIS
- General Dynamics (Axsys) V9 Thermal Imager and Camera System
- Appareo GAU 2000 Flight Data Monitoring System
- Airbus Wire Strike Protection System
- Sky Trac ISAT-200 Satellite Tracking System

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MILESTONE AVIATION GROUP:
S-76C++ MISSION COMPLETION

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CASE STUDY

SIKORSKY C++ MISSION COMPLETION

ABOUT

Heli-One worked closely with Milestone Aviation Group for modification and completion of four new Sikorsky S-76C++. The completions were designed to optimize the aircraft for specialized offshore oil and gas missions for operator Pelita Air Service. Heli-One's experience with offshore customers enabled added-value input to the initial scope. The complex and demanding requirement was delivered on time and within budget, and post-delivery customer service ensured total satisfaction for all stakeholders.

TESTIMONIAL

"We gave Heli-One a challenging requirement – not just in terms of the range and complexity of completions, but also in terms of timescale and cost. Heli-One were proactive and tenacious when necessary, identifying and resolving potential issues before they could have an impact on the delivery schedule, with the end result that they delivered on time and on budget. We are very pleased with the quality of the end result and with the service we received."

Milestone Aviation Group

CUSTOMER BENEFITS

- Unique insight to oil and gas mission requirements
- End-to-end solution ensured total satisfaction from all stakeholders
- Specialist proprietary STCs for the S-76 and oil and gas missions
- Program turnaround efficiency through Heli-One's in-house STC approval capability
- Agile program workarounds and hands-on supply chain management

HELI-ONE'S APPROACH

The Milestone Aviation Group purchased four Sikorsky S-76C++ in baseline (green) factory configuration. The assets were destined to be operated in offshore Oil and Gas operations in Indonesia. The aircraft required mission-specific modifications and completions – with a specification which prioritised the utmost standards of passenger safety and capability. Milestone issued a schedule whereby the assets would enter operational services within a set timescale.

Heli-One had supported one of the biggest S-76 fleets in the world and through that experience, gained a unique level of insight. Heli-One knows the specifics of oil and gas missions inside out, and what operators need. As part of a consultative process Heli-One collaborated with Milestone to define an optimal scope of work to deliver their capability profile.

Modifications included proprietary STCs unique to Heli-One developed for S-76 aircraft performing oil and gas missions; such as the 12-passenger utility interior configuration and the external raft deployment system. Two of the four aircraft were required to be modified for SAR provision – which included the installation of sliding doors. The four aircraft were managed via a staggered induction to aid turnaround efficiency. Heli-One's proactive project management ensured total customer awareness on progress – and the work program was managed in an agile way to work around problems. The aircraft were delivered on time and within budget.

TECHNICAL DELIVERY

Some of the key modifications and completions delivered by Heli-One:

- Cabin sliding doors
- Offshore 12-person seating configuration
- Automatic Deployable Emergency Locator Transmitter
- Emergency floatation systems
- Vibration monitoring system HUMS
- Radio Altimeters and Altitude Warning Systems
- Penny and Giles MPFR (Multi-Purpose Flight Recorder)
- Combined Cockpit Voice Recorder and Flight Data Recorder (CVR/FDR)
- VHF Communication radio transceivers
- Traffic Advisory System displayed on Garmin GNS530W
- GNSS (Global Network Satellite System) TSO 145a integrated with auto-pilot
- External life deployment system (Aero-seats ASI-500) externally mounted with compact life raft pods'
- Color Weather Radar
- Exis Lighting (HEELS): light strips installed around windows/doors to indicate egress path

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UK MINISTRY OF DEFENCE: SUPPORT MODEL FOR MAKILA 1A1 ENGINES

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CASE STUDY

MAKILA 1A1 ENGINE SUPPORT

ABOUT

The UK Ministry of Defence required support for the pool of 58 Makila 1A1 engines which will be servicing the RAF's fleet of 24 Puma HC2s. The Contractor Logistic Support (CLS) arrangement would need to deliver not only 100% engine availability but also excellent cost-efficiency for the UK taxpayer. Heli-One is a world-leading authority on operating Makila engines, and Heli-One used this knowledge in combination with a close analysis of the MoD's operational requirements to develop a CLS model which will now come into effect from 2013.

TESTIMONIAL

"Extremely pleased to witness the award of this contract to Heli-One. The Makila engine substantially increases the performance of our Puma helicopters and is a vital part of the modernization of this capability. Heli-One has substantial experience in the support of the Makila engine and the robust support arrangements we have agreed will help secure this performance advantage for the military and deliver excellent value for the taxpayer."

UK Ministry of Defence

CUSTOMER BENEFITS

- Unprecedented asset availability through capitalizing upon commercial sector best practise
- By-the-Hour-style management of engine pool allows total budget efficiency and control
- CLS model recommendations able to be based on Heli-One's unrivalled Makila support experience

HELI-ONE'S APPROACH

Heli-One is helping the MoD to pioneer a new way to manage key assets. RAF No.33 and 230 Squadron's fleet of 24 Puma HC2s will be serviced by a pool of new, powerful Makila 1A1 engines. Heli-One were able to use their depth of operational and maintenance experience to examine the MoD's needs in detail and assemble a service support model.

In the development of the CLS proposal Heli-One analysed the requirements of the RAF. Military operations demand extremely rapid turnaround times. Through its experience working with the Swedish Armed Forces' fleet, Heli-One understands about the operational realities of military helicopter engine usage and deterioration. Heli-One's CLS model is founded upon best practices in the high-frequency commercial rotary Oil & Gas support sector developed for 'Power by the Hour' (PBH) contracts. The MoD will be able to forecast schedules of expenditure based on planned flight hours logged through an RAF and Heli-One dual reporting system.

Heli-One's years of experience operating Makila engines in varied environments will be of value in helping the RAF maximize their return from the new engines. Heli-One has supported over 340,000 Makila engine flying hours in the last three years alone. The company's Turbomeca-approved engine shop in Norway is a Centre of Excellence for Makila support, and has been repairing and overhauling Makila engines for over 20 years.

TECHNICAL DELIVERY

Some of the details from the finalized agreement:

- 24 Puma HC2s will be serviced by a pool of 58 Makila 1A1 engines
- Multi-million dollar CLS to be delivered over a 13-year period
- Significant overall cost-saving for UK taxpayer
- MoD able to forecast expenditure based on planned flight hours
- Flight hours logged through RAF and Heli-One dual reporting system
- Two expert Heli-One personnel to be embedded at RAF Benson to work as a team with RAF operations staff
- 100% engine availability within four hours
- Military benefits from industry-leading standards of responsiveness and service provision
- Option to inject commercial Makila 1A1 engines to maintain availability
- Engine repair and deep overhaul activity will take place in Heli-One's facility in Stavanger, Norway

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