

# ICELANDIC COAST GUARD: 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 helicopter 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

**Heli-One**  
Excellence in Helicopter  
Maintenance Services

**CASE STUDY**

AIRBUS AS332L1 SUPPORT

# 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 Reykjavik 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