LAUNCH OF NEW ONLINE SERVICE FOR SAFRAN HELICOPTER ENGINES TECHNICAL PUBLICATIONS

News / Manufacturer

Safran Helicopter Engines has launched a new online technical publications service for its entire engine range. Known as Web IETP (Interactive Electronic Technical Publications), the service is available 24/7 on all PCs and tablets, via iOS, Windows and Android device, through its Customer Portal. It has been developed to improve both access to technical documentation and the overall customer experience.

Every helicopter equipped with a Safran engine comes with a complete set of technical publications covering first and intermediate level maintenance tasks. It includes, amongst others, the maintenance manual, troubleshooting book, spare parts and tools catalogs, and service bulletins.

The main advantage of this new, user-friendly service is that it offers at any time the latest versions of each document. It also comes with an intuitive 3D graphic interface and enhanced functionalities such as advanced search, notes, a listing of all parts and tools needed to perform each task and new cart options.

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As part of a continuous improvement strategy, the Safran Helicopter Engines Customer Portal has also been improved with a new customer-centric interface to improve navigation. A personalized dashboard to track assets repair process and a wide range of training courses are now available. New health monitoring solutions will be launched in September.

Image result for safran helicopter engines

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