



SERVICES BY AIRBUS: GOING FOR GROWTH

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A new business unit called “Services by Airbus” has been launched within Airbus’ Customer Services operation, bringing a more integrated approach for worldwide operators and reinforcing the company’s service offering that keeps its market-leading jetliners competitive on every level.

“Our customers want to maintain, upgrade and operate their fleets, as well as train their crews to the highest standards with minimal disruption,” explained Laurent Martinez, leader of the business unit. “Our integrated services offer can make a real difference. For them the cost of operating is just as important as the amount paid to buy the asset in the first place.”

He noted that Airbus provides support to a fleet of 8,500 aircraft, a number which is expected to increase 35 percent by 2019. “As the manufacturer, we are very well positioned to offer high-quality, bundled services that add value for customers,” Martinez explained. “They want to be confident that their fleet is operating efficiently so they can concentrate on their passengers.”

Services by Airbus will integrate the company’s related resources, including subsidiaries, into a single organization that provides a complete solution – bringing together some 2,500 people with

all types of competencies and varied backgrounds.

“This makes good sense because when airline operations teams contact us, they don’t want to navigate their way around the Airbus functions – they want communication to be simple and effective,” Martinez added. “We also have reinforced the link with the aircraft programmes teams: working together has to be embedded in everything we do – much of the expertise that we can offer comes from them.”

Areas of focus for Services by Airbus include flight hour packages; material services; flight operations; training; upgrades for cabin, airframe and systems; along with digitalisation.

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