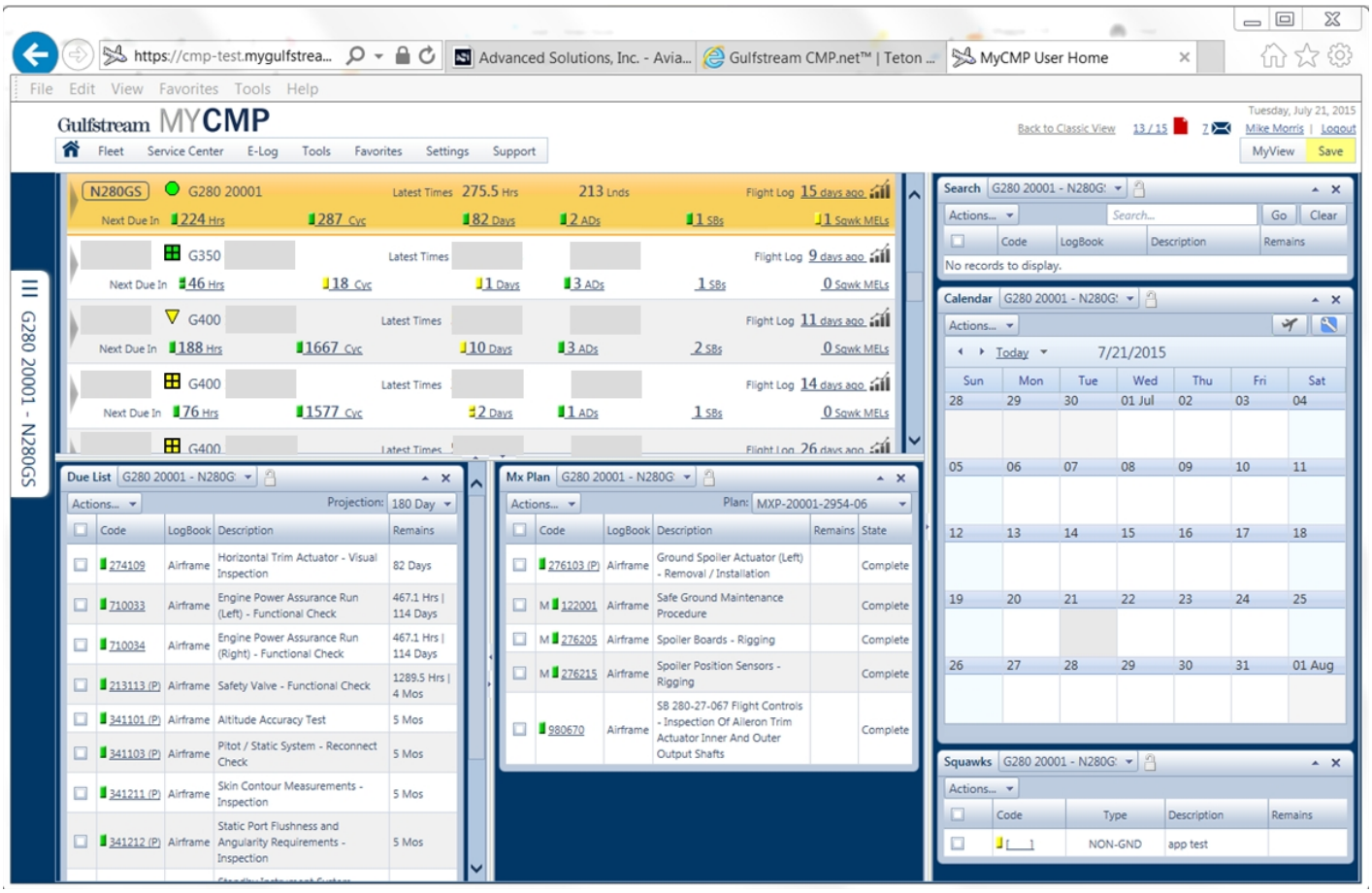
GULFSTREAM INTRODUCES POWERFUL DIAGNOSTIC TOOL TO MYCMP MAINTENANCE TRACKING PROGRAM

News / Business aviation, Maintenance / Trainings, Manufacturer



Gulfstream Aerospace Corp. today announced it has enhanced its MyCMP maintenance tracking program with a feature that integrates a customizable diagnostic reasoning engine and a database of known equipment faults and troubleshooting procedures. MyCMP customers who subscribe to the user-friendly tool will benefit from reduced maintenance costs and fewer flight schedule interruptions because of improved fix performance.

“Adding integrated diagnostics to MyCMP will enable customers and Gulfstream personnel worldwide to share best practices and field experience,” said Derek Zimmerman, president, Gulfstream Product Support. “The MyCMP diagnostics tool starts with user input of an initial observed symptom, which launches a ‘troubleshooting dialog,’ similar to an expert on a call-in help desk, to arrive at a solution.

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“By dynamically generating decision logic based on fault-isolation technical data and user-submitted solutions, the program quickly identifies the cause of issues to guide the user to the corrective action.”

The MyCMP diagnostics tool, which is based on the SpotLight platform developed by Mississauga, Ontario-based CaseBank Technologies Inc., is available for G650/G650ER and G550 operators. It will also be available for operators of Gulfstream’s new clean-sheet aircraft, the G500 and G600, which are scheduled to enter service in 2018 and 2019, respectively.

“The collaborative, information-sharing ability of MyCMP diagnostics represents a significant leap forward in fault isolation and the value of MyCMP,” Zimmerman said. “For the G650/650ER, for example, the knowledgebase contains more than 10,000 established fault isolation procedures. By collecting and sharing best practices and field experience, and customers entering newly identified solutions into the knowledgebase, Gulfstream will provide an unprecedented level of diagnostic capability for operators.”

More than 2,300 Gulfstream operators subscribe to Web-based MyCMP, which gives customers 24/7 real-time access to their aircraft status and Gulfstream systems analysts. MyCMP was developed by Gulfstream partner Teton Aviation Group of Littleton, Colorado.

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