



NEW HCARE FLEET FEATURES REDUCE CUSTOMERS' OPERATIONAL WORKLOAD

News / Manufacturer



Airbus and its long-time partner, [Rusada](#), recently launched a new electronic ordering feature designed to reduce customer workload when ordering helicopter parts. The new interface between Airbus Helicopters' e-ordering software and Envision, Rusada's maintenance information system, now permits customers to input their orders just once into Envision. The interface communicates

directly with e-ordering, thereby limiting the need to re-enter information. Through this automated process – from price quotations to purchasing – Airbus delivers on its goal to improve the customer experience, with benefits in time savings, optimised stock management, and cost improvements.



“Supporting the needs of our customers and our long-term partner, Airbus, is our guiding principle,” says Julian Stourton, CEO of Rusada. “Continuous innovation between us will lead to further support for our shared customers, into the future. I would like to confirm our commitment to this partnership and to the increased success of our customers through intelligent solutions and proven support methodologies.”

A second HCare development is slated for summer 2017. In the guise of an interface between Envision and Airbus Helicopters’ e-logbook feature, Fleet Keeper, it will allow seamless data transfer from line operations to airworthiness and engineering teams. The streamlined communication of essential data will further reduce operational teams’ workloads while ensuring the integrity of data being shared among teams. The mobility features of each solution will also enable customers to have essential information anytime and in any circumstances.

“Providing an end-to-end digital experience to our customers will simplify and strengthen their operational processes, helping them to better forecast and manage their daily activities,” says Matthieu Louvot, Executive Vice President Customer Support and Services, Airbus Helicopters. “We aim at continuing to leverage new technologies to reduce even further our customers’ operational workload. The enrichment of our HCare Fleet offer is part of our commitment to improve customer satisfaction.”

Fleet Keeper and Envision are both part of Airbus’ [HCare Fleet offer](#), the company’s redefined services package, which emphasises Airbus’ commitment to service quality and performance.

ARTICLE LINK:

<https://50skyshades.com/news/manufacturer/new-hcare-fleet-features-reduce-customers-operational-workload>