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Your airbus helicopters customer portal
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Important to you, essential to us.

HCare Classics
YOUR BEST-FIT TO SUPPORT YOUR LEGACY FLEET

H120       Dauphin

Puma       Gazelle
The legacy helicopters represent more than 2,000 ships within our in-service fleet, and their support involves even more reactivity and flexibility.

It also requires a specific care in fields like material and logistics management, technical support, obsolescence treatment or training.

The requirements of this community must be tackled with specific solutions that consider their constraints, and are suited to a competitive environment.

Airbus Helicopters answers to the multiple operational needs of legacy helicopters users, by proposing a complete multi-services solution ensuring operators a full efficiency of their missions, and which modules are carefully tailored according to each operator’s needs.

**A SUITE OF SERVICES TAILORED TO LEGACY HELICOPTERS**

- Dedicated contract management
- Obsolescence management
- Design modifications / Upgrades
- Performance-based spares and repair & overhaul service
- Specialised and skilled technical support
- Technical Data management
- Training path management
CONTRACT MANAGEMENT

A STRONG ADVANTAGE TO CONTRACT SUCCESS

WE SECURE THE SUCCESS OF YOUR CONTRACT

• A program manager by platform
• A plateau organisation where all specialists focus together on your daily operations
• Regular Program Management Reviews for optimal follow-up and coordination

EFFICIENT

REACTIVE

COMPREHENSIVE

ADDED-VALUE ACKNOWLEDGED BY MANY OPERATORS
OBsolescence Management

Anticipation for Improved Fleet Availability

We monitor obsolescence and advise up to final problem solving:

- A close obsolescence monitoring performed by Airbus Helicopters experts
- An assessment of obsolescence risks and mitigation or treatment recommendations
- An optimised technical/logistic response up to resolution
- An individual or mutualised treatment with other legacy fleet users when possible

Anticipation

Reactivity

Forecasting

Plan treatment actions according to business constraints
DESIGN MODIFICATIONS AND UPGRADES —  

FLEXIBILITY AND ADAPTABILITY OF YOUR FLEET

WE SUPPORT THE ADAPTATION OF YOUR HELICOPTERS TO MISSION REQUIREMENTS

• An evolving set of possible technical improvement opportunities
• A standardisation of your fleet
• A Continuous Improvement Plan management
• An individual or mutualised treatment with other legacy fleet users when possible

FLEXIBILITY

ADAPTABILITY

COMPLIANCE with airworthiness regulations

ANSWER ANY OPERATIONAL NEED IN NO TIME
PERFORMANCE BASED LOGISTICS AND REPAIR & OVERHAUL SERVICES

OPTIMISE PARTS AVAILABILITY AND BETTER FORECAST MAINTENANCE

WE SECURE SPARE PARTS DELIVERIES AND R&O TURN-AROUND-TIMES FOR YOU TOTAL PEACE OF MIND

- An on-site Logistics Field Representative for optimal parts/R&O flows management
- A fix and firm hourly rate for accurate budget monitoring and streamlined expenses
- A large inventory of pre-owned parts to ensure availability of repairable items
- A commitment on delivery lead times and repair turn-around-times

AVAILABILITY
FORECASTING
COMMITMENTS

KEEP YOUR STOCKS ALWAYS REPLENISHED AT THE RIGHT TIME
DEDICATED TECHNICAL SUPPORT SERVICE

BENEFIT FROM A DAILY CUSTOMISED ACCOMPANIMENT OF YOUR FLEET

WE RAISE MAINTENANCE EFFICIENCY AT HIGHER LEVELS

• A special treatment of your requirements by a dedicated Technical Support manager
• An engineering team defining RDAS*, TA**, and taking care of your technical events
• A fleet Airworthiness follow-up through CAMO*** service

• An on-site Technical Representative and assistance to train your teams or perform repairs/mods
• A team of EASA Part 145 technicians capable to support aircraft scheduled maintenance
• A tailored management of your Technical Data

FLEXIBILITY

REACTIVITY

COLLABORATION

SAVE TIME AND REDUCE HELICOPTER DOWN TIMES

* Repair Design Approval Sheets
** Technical Agreements
*** Continuing Airworthiness Management Organisation
DEDICATED TRAINING ASSESSMENT AND PROGRAMME

TRAINING NEED ANTICIPATION AND TAILORED TRAINING OFFER

WE TAKE CARE OF THE APPROPRIATE TRAINING PROGRAMME TO PROVIDE OPERATIONAL PROFICIENCY

- A dedicated follow-up with yearly assessment of your training requirements done by our experts
- A tailored training plan with fixed rates in accordance with regulations and safety standards
- A dedicated Training Operations Manager to suit your specific needs

ADAPTABILITY

ANTICIPATION

COMPLIANCE with airworthiness regulations

KEEP THE HIGHEST LEVEL OF SAFETY AND EFFICIENCY FOR YOUR OPERATIONS