



## Customer Services improvements

---

The value of a global presence become evident and to have front office professionals deployed in each time zone and in each hemisphere being able to engage with you quickly and in person for immediate assistance has been proven to be key.

In the past two years we kept investing on our global presence, we opened a blade repair center in the Gulf of Mexico to enhance our support in the US, we have inaugurated the Leonardo Helicopters support center in South Africa, moved the Leonardo headquarter in Brazil to a brand new facility in Itapevi and we are planning further expansions, especially in Europe.

Among the others, the Blade Repair Center in Malaysia represent another excellent flagship to our Customers of the Asia Pacific region offering full repair capabilities with tight turn-around-times for the full commercial and dual-use range blade models of our helicopters. Next in our hubs in the Asia Pacific region:

- support capabilities for cabin interiors reconfiguration and upgrade in Malaysia
- enhancement of R&O capabilities on new part numbers in Malaysia
- opening of a new MRO center in Australia

### ENGINEERING SERVICES

Thanks to your feedbacks, we have been working within the Maintenance Improvement Team (MIT) generating significant results in terms of accessibility, maintenance burden reduction and reliability improvements. We have extended the Reliability Data Sharing Group (RDSG) to the AW169 platform, consolidating the participation for the AW139 and AW189 helicopter types. Results of both streams are constantly shared during the webinar events planned regularly during the year.

Thanks to the development of new Digital Solutions (e.g. Helilink) we are continuously improving our daily commitment and support to your business and operations, a part from our continuous improvement activities in terms of Product Safety, Maintainability and Reliability.

Leonardo Customer Portal is our advanced interface to provide all our services and continuous evolutions are planned to improve your User Experience and coverage of services provided.

Our recently introduced **Engineering Services Foundation** program represents a step forward compared to the current support scheme.

This program (as already communicated throught the Service Information Letter S-GEN-21-011 dated November 19<sup>th</sup>, 2021) will replace the present Technical Publications subscription, enlarging the perimeter to a broader set of engineering services and will ensure best-in class technical support for your fleet.

We are planning to contact each Customer during the coming months to setup the transition to the new program. This program is based on 5 clusters:

1. Technical Support Services
2. Technical Publications Services
3. Software Services, among which Navigation Database revision service
4. Modification Services
5. Fleet Data Exchange-based services.

which are available in a package of Basic Services, aimed to ensure a comprehensive and complete support with a guaranteed level of service. Each Customer can then select additional services from the catalogue in order to support their specific operations. All the engineering services are powered by our Digital Enablers suite (available through Leonardo Customer Portal).

## Customer Services improvements

---

As recently announced, our HUMS Support Services is now taking advantage of a new Heliwise suite of applications support automated preliminary maintenance analysis: data transfer can be done during flight, transferring aircraft key information before reaching the destination. Once on ground, enhanced data analysis is immediately available in few steps with a brand new mobile solution: **Heliwise4Mobile**. The application is available for all mobile devices and offers support to daily on-field operations.

We launched back in 2020 also the HeliLink application. Through this app we have been able to boost our remote engineering support services, especially during the pandemic restrictions. HeliLink is continuously evolving, the last version is compatible with Borescope application, enhancing support during troubleshooting.

### SPARE PARTS SUPPORT

Several initiatives have been implemented in spare parts support, being fundamental to maintain aircraft availability and efficiency:

- E-Commerce: the Leonardo store is fully up and running for all types of orders. The majority of the overall volumes are managed through the store, increasing efficiency and quality of information in the managed orders, confirming the appreciation of our Customers for this digital system.
- A further increase has been proven in Delivery Schedule Adherence, demonstrating spare parts delivery improved performance on Customers' commitments.
- Introduction of a newly Warranty and Service Plan management process, reducing significantly the process evaluation time and granting a prompt response to our Customers.

### AOG SERVICES ENHANCEMENTS

In the picture of the continuous Leonardo Helicopters commitment to Customers proximity and with the aim to grant them to be in steady contact with Leonardo Helicopters 24/7 Fleet Operation Centre with several communication channels, a new contact phone system has been developed. The system redirects the received phone calls to the first available operator that is on duty and also allows the users to pre-choose the needed service ("AOG Logistic and Spare Parts Support" or "AOG Technical Support") with the aim to open a straight way forward communication channel tailored on the needed service. This new system, along with the Leonardo Customer Portal that allows to open via web the Customer Service Request tickets, gives to Leonardo Helicopters Customers the possibility to be in continuous contact with all kinds of communication devices with higher standards aligned with the latest needs.

24/7 Fleet Operation Centre has been supporting, on August 2021, Leonardo Helicopters implementation of the Enterprise Resource Planning System enhancement where the latest state of the art SAP business suite (SAP 4/HANA) has been introduced as part of Leonardo Helicopters digitalization program. During the ten days transition timeframe, needed to Leonardo Helicopters to implement the new system, 24/7 Fleet Operations Centre remained fully operational with dedicated resources with the aim to allow the continuity of the services. We really would like to share our gratitude to the Customers for the usual support and cooperation we received during aforementioned transition timeframe.

### SIMULATION & TRAINING SERVICES

Notwithstanding the continuous restrictions faced in 2021 due to the pandemic scenario, thanks to Leonardo advanced learning platform the Leonardo Helicopter Training Academy has reached more than 5000 students Worldwide and delivered 1000 courses over the past months, thanks to the remote training sessions and the **AW Live Training** framework.

The **training footprint** has also been reinforced in the 2021 starting from the opening of the new US Training Academy located in Philadelphia with the first US-based AW169 Full Flight Simulator Level D (FAA and EASA certified) and the well established AW139 Level D Simulator, all developed with OEM genuine data. Together with the AW609 Virtual Enhanced Training Device also the first AW609 Full Flight Simulator in the world is available with the unique 12 feet dome visual system. The pilot simulation capability is fully complemented with the maintenance trainers for AW139, AW119 and AW609; together with the unique range of system mock-ups and virtual maintenance trainers fully developed in house, Leonardo is capable to deliver a unique and customized training experience for technicians and operators at all level.

The new era of mission and cabin crew operators training focused on the latest state of the art augmented reality is also under completion through the Leonardo **Modular Interactive Trainer for Helicopter Operators** (the **MITHOS**). Starting from the first quarter 2022 the hoist operators will have access to the immersive and interactive virtual environment of the MITHOS where student will be trained on all type of rescue scenarios and weather conditions, in both normal and critical situation, including emergency procedures. The next step is represented by the interlink connection of the MITHOS with the full flight simulators: a unique multi-crew training experience through a fully representative mission environment.

The **Enhanced Training Devices** product line is further continuing its expansion embracing “Small FootPrint” high fidelity training devices and Virtual Reality training devices.

First Flight Training Device with Mini-Motion is in its final integration phase and is promising high performances with limited facility footprint and complexity. In addition, Virtual Reality technology ETD VxR (Virtual eXtended Reality), a Training Device devoted to practice with basic platform handling and endowed with realistic Motion Cues is further progressing its development.

The **Skyflight Mission Planning System** is now fully operative on ten different platforms, including fixed wing and UAV. This allows to jointly plan a mission, with an heterogeneous fleet, facilitating the interoperability with a greater sharing of the information and acting as a force multiplier for the assets involved in the operation.

The Skyflight Mobile is keeping on adding capabilities to better support your operational needs, such as the AW169 CAT A calculations, the rapid SAR planning and the interface with other apps (such as **Amerigo4Flight** and **ForeFlight**).

The message and communications ecosystem **HERMES** is now fully operative to support the mission coordination, ensuring secure, immediate and continuous data exchange among aircrafts, headquarters and potentially any other users taking part in the mission.

It is possible to exchange data (text, images, videos, files, map data, SMS, e-mail and other structured information) using Use internet, 3G/4G and satellite connections.

Moreover, HERMES sends the mission status automatically from the aircraft to ground and vice versa to free up time for the operators.

The HERMES infrastructure is specifically developed to guarantee fault-tolerance, high-availability and failover capabilities.

### DIGITAL TRANSFORMATION AND INTEGRATION

In 2021 Leonardo Helicopters has reinforced offering proposition and its portfolio of Digital Services with the aim to optimize the integrated roadmap to digital transformation and integration.

#### *Digital First*

Digital first paradigm allows both Leonardo and its Customers to streamline operational processes, including data sharing (e.g. Digital Logbook & Log Cards), ingestion as well as information management in supporting business decisions. Therefore, digital channels for communication and data sharing (technical queries, manuals, orders etc.) are already available through an innovative Customer Portal and mobile apps, increasing usability, process automation and reducing the no-value tasks and Human factor.

The workload in the core activities of the Customer (e.g. flight operations, spares management, technical and diagnostic support) are under strict review supported by Artificial Intelligence algorithms and Augmented Reality solutions. In Leonardo we are able to innovate each step of the customer journey with an open mind approach, evaluating wide range of solutions and looking for the best model structure, leveraging on the new data analytics capabilities.

#### *Partnership with our Customers to improve decision making*

The increase in the amount of available data and the latest advancement in data science and machine learning, allow Leonardo Customers to move towards Analytics Services: a new kind of business intelligence which is data-driven provides not only a report of the current situation, but also short and long-term forecasts. These information and insights are already available through smart dashboards, updated in real time through Customer Portal.

For example, both Leonardo and the Customers might be interested in assessing the availability of a specific fleet or the reliability of a specific component in service.

#### *The power of a helicopter always connected*

The huge amount of data generated by the fleet are a valuable source of information: when fully exploited they can unlock significant benefits to our Customers. All the data recorded are stored into an innovative and secure Data Lake powered by High Performance Computing of Leonardo.

Leonardo Helicopters is making the helicopter data download process effortless, reliable and secure, enabling the use of data to continuous monitoring enhancing mission planning systems and increasing service availability.

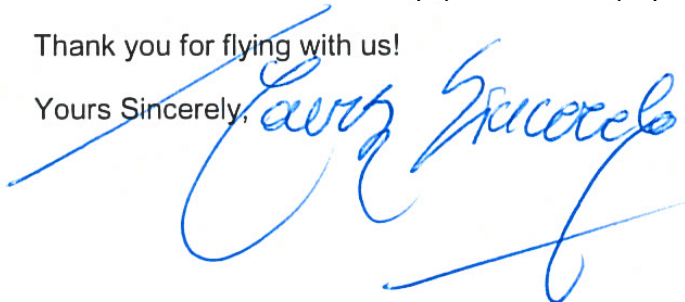
We trust that the aforementioned information, in addition to a fruitful daily exchange and feedback with the Customer Support, Services & Training Worldwide Team, will prove valuable. In case of any question or request of clarification please feel free to contact:

[cssmitaly.mbx.aw@leonardocompany.com](mailto:cssmitaly.mbx.aw@leonardocompany.com).

We remain committed to keep you constantly updated on our services.

Thank you for flying with us!

Yours Sincerely,



**Vittorio Della Bella**  
SVP Customer Support and Training  
Worldwide Services