



SERVICE INFORMATION LETTER

SIL N° S-GEN-22-003
DATE: July 27, 2022
REV.: /

To: Leonardo Helicopters products
 Owners / Operators

**SUBJECT: Leonardo Helicopters launches EWM (Extended
 Warehouse Management) System**

Helicopters Affected: N/A

Dear Customer,

Through the present letter, Leonardo Helicopters Division (LHD) wishes to inform you about another important enhancement to the Leonardo ERP (Enterprise Resource Planning) System, as part of the Leonardo digitalization programme. Within Summer 2022, a new SAP Warehouse Management tool (EWM) will be embedded within Leonardo SAP 4/HANA system and will increase the performance of logistic key processes including inventory management and goods movement. Amongst others, we expect to improve the overall logistic outbound flow performance by 10%.

As part of the activities for embedding the new application, goods movement within the Customer Support Logist Center in Vergiate (Italy) shall have to be suspended from August 10th to August 18th 2022. Certainly, all 24/7 Fleet Operation Centres will remain fully operational, including material shipments in support to AOG and critical maintenance work stoppage events.

Moreover, all other activities related to Material Support, including Customer Order Receipt and Management, Warranty/Service Plan claims evaluation and Quotation management will not be affected.

Leonardo Helicopters launches ERP System enhancement

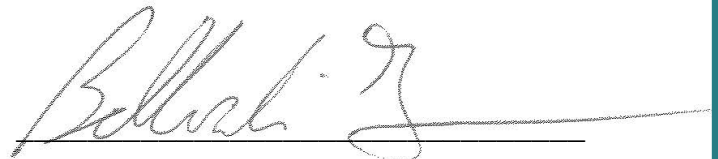
For the sake of clarity, this interruption will be limited to the Logist Center in Vergiate (Italy) only, while all other Warehouses in the Leonardo Helicopters Worldwide Network will remain fully operative.

With the aim to mitigate the effects of the goods movement interruption, LHD is fully committed in providing maximum support ahead and immediately after. For this reason, our Customers are kindly requested to order in advance material required in proximity to the interruption.

Should you need any additional information, please do not hesitate to refer to your point of contacts provided within Customer Support & Training Worldwide Directory, available on Leonardo Customer Portal at this [link](#).

We will be pleased to assist.

Sincerely,



Francesco Bellardi
Leonardo Helicopters
Vice President
Customer Support & Services Italy