

# **BOMBARDIER**

## BACKGROUNDER

### **BOMBARDIER CUSTOMER SERVICES FOR BUSINESS AND COMMERCIAL AIRCRAFT A FULL SPECTRUM OF SERVICE AND SUPPORT**

Bombardier Customer Services offers its operators a complete spectrum of comprehensive support and services for Bombardier business and commercial aircraft.

#### **1. Parts**

Parts and material support is available 24 hours a day, seven days a week. Bombardier is currently implementing a multi-pronged program to improve parts availability, shipping and tracking. Parts operations are centralized at two super warehouses in Chicago and Frankfurt, operated under contract by Caterpillar Logistics, along with six depots worldwide.

#### **Chicago parts warehouse**

- Direct shipments to the Americas, Europe, Asia-Pacific;
- 238,000 square feet (22,110 sq. m);
- Stores over 120,000 unique parts at full capacity
- Operational June 2005; and
- Supplies Bombardier network of parts depots and service locations, shipping 1,500 lines daily

#### **Frankfurt parts warehouse**

- Direct shipments to Europe, Middle East, Asia, Africa;
- 50,000 square feet (4,650 sq. m);
- Capable of storing approx 40,000 parts at full capacity
- Operational August 2005; and
- 200 lines shipped per day

#### **Parts depots**

- Business Aircraft: Existing facilities in Dubai, Sao Paulo, Singapore and Sydney
- Commercial Aircraft: Existing facilities in Beijing, Sydney and Narita

## **Aircraft-on-Ground (AOG) Response**

- To provide round-the-clock AOG support, Bombardier operates four 24/7 Customer Response Centers
- Bombardier also offers an airborne parts delivery service – PartsExpress – in North America and Europe, which leverages a fleet of aircraft to transport technical support and parts to AOG business aircraft.

## **2. Service Facilities**

Bombardier-trained technicians deliver a complete range of after-sales service, maintenance and modifications for its customers ranging from scheduled maintenance, inspections and refurbishment to fly-in repairs, mobile repair parties and aircraft-on-ground (AOG) service.

The service network comprises six Bombardier-owned service centers operating 24 hours a day/seven days a week, one Bombardier-operated service center joint venture, along with 48 independently managed third-party AOG/Line Maintenance facilities worldwide.

**Factory-Owned Service Centers** Dedicated facilities exceeding 1 700,000 square feet of hangar space. Locations:

- Hartford, CT;
- Fort Lauderdale, FL;
- Wichita, KS;
- Tucson, AZ (business and commercial);
- Dallas, TX;
- Bridgeport, WV (commercial)

## **3rd-Party Facilities (Authorized and Recognized Service Facilities)**

43 facilities in 20 countries for business aircraft and 5 facilities in as many countries for commercial. Line Maintenance Station located at the Ronald Reagan Washington National, Washington, D.C., USA

## **Bombardier Joint Ventures**

International support for business aircraft and commercial (CRJ training) is also available through one Bombardier-operated service-center joint venture. Location:

- Berlin, Germany in partnership with Lufthansa Technik and Execujet Aviation Group

### **Customer Services Team**

Bombardier business and commercial aircraft customers have 24/7 access to Bombardier's global support network through the customer services team.

**Customer Response Centers (CRC)** Single point of contact to resolve AOG situations.

- Business Aircraft: Located in Montréal (Challenger & Global) and Wichita (Learjet).
- Commercial Aircraft: Located in Montréal and Toronto.
- Offer round-the-clock support and expertise for all AOG and Part related issues; providing the quickest resolution possible for AOG customers.

**Field Service Representative (FSR)** First point of contact for technical and operational issues.

- Over 95 business aircraft FSRs and 49 commercial aircraft Area FSRs worldwide trained in operation, maintenance and service plans;
- Well-versed in technical publications and aircraft system configurations;
- Assigned to a specific region

### **Start-up Support**

Commercial aircraft customers also benefit from a start-up Support team which offers customized flight and maintenance support. This team provides advice and critical aircraft technical knowledge, ensuring customers have everything they need for a successful entry into service.

### **Regional Manager (RM)**

Front-line contact for maintenance and training requirements.

- 17 business RMs and 5 commercial RMs worldwide, meeting regularly with customers to evaluate their needs and develop customized solutions; and
- Assist customers with purchase and planning decisions including budgeting and scheduling for maintenance events and training.

### **Customer Service Account Manager (CSAM)**

Primary customer advocate on all non-technical issues.

- 15 business CSAMs and 15 commercial CSAMs assigned to each customer to ensure that all areas of customer support meet the highest standards;
- Direct line to Bombardier senior management.

**Customer Service Representative (CSR)**

Primary contact for ordering parts and expediting deliveries anywhere in the world.

**Mobile Repair Teams-**

Located in the US and, now Europe, these teams provide quick initial response that can be dispatched on short notice to any location around the world for rapid return to service.

**Fleet Management Solutions**

The Fleet Management Solutions group's mandate is to offer aftermarket products and services that are cost-per-hour and/or bundled and/or under multi-year agreements to our customers by pooling the resources of our different business areas. Our vision is to be the partner of choice in providing innovative, predictable and cost-effective solutions for in-service aircraft.

The Bombardier Business Aircraft Smart Services program offers a broad range of options for managing flight operations costs. Four plans -- Smart Parts, Smart Parts Plus, Smart Parts Engine Coverage and the newly introduced Smart Maintenance Plus -- provide customers with comprehensive cost-per-flight-hour protection to manage the risk of maintenance costs. Within our business aircraft customer base, over 1,000 customers are using our Smart Services offering. In March 2008, we launched the Q400 Smart Services for Airlines program, which now has 3 customers and 15 aircraft enrolled to date.

**Customer Training**

Bombardier is the only business jet manufacturer providing customized Level D training programs for Bombardier Learjet, Challenger and Global pilots and maintenance technicians. Customized training is also provided in other key disciplines such as flight attendant, handling and security. Bombardier operates two flagship training facilities – in Montreal & Dallas – as well as facilities in the UK through an ATP with CAE.

**Bombardier Flagship Training Centers**

Montreal International Airport (YUL)

Challenger 604/605, Global 5000, Global Express/XRS, CRJ 200 / 200 and 900

Dallas/Forth Worth International Airport (DFW)

Learjet 31A, 40, 45, 60, Challenger 300 Challenger 604/605.

**Bombardier-CAE ATP facilities**

Burgess Hill, UK

Global 5000; Global Express/XRS

## **Technical Services**

### **Online resources**

Customers have immediate access to all technical support information at [www.cic.bombardier.com](http://www.cic.bombardier.com) or the newly launched commercial site [www.iflybombardier.com](http://www.iflybombardier.com) (formerly [www.racs.bombardier.com](http://www.racs.bombardier.com)). The Customer Information Centre (CIC) Web site includes a password-protected area that provides technical support information such as Service Bulletins, manuals, newsletters and contact information. The new iflybombardier.com also offers new and enhanced eServices, such as Aircraft Diagnostics Solutions (ADS) powered by CaseBank, Airline Performance Analytics, and On-Line Technical Requests.

### **Technical Publications**

Sophisticated electronic publishing tools ensure that manuals are current, accurate and meet Air Transport Association of America (ATA) specifications. The new Digital Data Navigator allows airlines to merge customer specific aircraft procedures and technical information with Bombardier manuals. Supplemental Type Certificates, standard operating procedures, and amendments can be automatically and **electronically** integrated into existing documents.

### **Customer Support Engineering**

AME-certified technicians, engineers and specialists address aircraft maintainability and serviceability issues related to your day-to-day operations in order to improve aircraft reliability and performance.

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