

**HUMS SUPPORT**  
**AgustaWestland**



S/N: 0007  
17/0

S/N: 0011  
20/10/2015 12:21

I-139

FAULT  
SYM  
RTB  
TVM

S/N: 0003  
12/10/2015 10:25

I-AAA

FAULT  
SYM  
RTB  
TVM

S/N: 1005  
No Data

I-1401

FAULT  
SYM  
RTB  
TVM

**HELIXISE**  
HUMS SERVICES

# THE NEXT GENERATION IN HUMS SUPPORT

## INTRODUCTION

Finmeccanica Helicopter Division is making significant changes to the provision of its customer support and training services. As part of the company vision to 'Think Customer' Finmeccanica Helicopter Division has launched a company wide Service Excellence initiative spanning the entire breadth of the support and training delivery performance.

Our Advanced Services have been designed and developed to enhance the customer experience, leveraging Finmeccanica Helicopter Division knowledge to deliver the best services and solutions in its class.

The Advanced Services demonstrate how Finmeccanica Helicopter Division is continually reviewing its services and technologies in order to maximise their value.

## DESCRIPTION

The Finmeccanica Helicopter Division **Heliwise Services** are ideal for all customers, regardless of aircraft operation, covering a range of services to ensure your **HUMS equipped aircraft** are supported. Irrespective of fleet size or operational circumstances, Finmeccanica Helicopter Division can tailor its **Heliwise Services** to meet your requirements. Whether a large operator with its own HUMS analysis infrastructure requiring additional support or a small operator requiring Finmeccanica Helicopter Division support in undertaking the data interpretation or analysis, the Finmeccanica Helicopter Division team is available to ensure the HUMS is utilised to its maximum effect and your aircraft keeps flying.

The Finmeccanica Helicopter Division **Heliwise Services** incorporate the latest technology in data analysis and use diagnostic models like Advanced Anomaly Detection (AAD) and Advanced Vibration Data Mining (AVDM) to improve diagnostic capability and reduce customer analyst workload.

Both small and large fleet operators can expect significant savings by using the Finmeccanica Helicopter Division **Heliwise Service**. Aircraft operating costs are reduced through detecting issues before they could have a significant financial impact.

## FEATURES

- Reduced infrastructure costs.
- 24/7 connectivity to the secure Finmeccanica Helicopter Division secure servers.
- Reduced IT footprint- no need to procure and maintain expensive bespoke IT software for HUMS ground processing.
- Reduction in labour costs. Our HUMS data experts work with your team of analysts to improve efficiency.
- Data is securely stored and managed by Finmeccanica Helicopter Division. Data ownership is never compromised

## BENEFITS

There are considerable financial and operational benefits to using the Finmeccanica Helicopter Division **Heliwise Services**, including:-

### No overhead for system and database administration

The Finmeccanica Helicopter Division **Heliwise Services** removes the need for specialist servers, applications, databases and hardware by providing a secure cloud solution. This is managed as part of the services by Finmeccanica Helicopter Division IT personnel.

### Data Security and Backup

The services are delivered through Leonardo the Finmeccanica Helicopter Division secure portal. Services comply with company and military security standards. The process for backing up customer data follows the same standards as all other Finmeccanica Helicopter Division critical company data.

### Training

If an operator has their own HUMS infrastructure, Finmeccanica Helicopter Division dedicated HUMS training courses ensures the system is fully utilised so customers receive the maximum benefit from HUMS analysis.

### HUMS Services integration

Our HUMS services are integrated into Finmeccanica Helicopter Division's Leonardo Customer Portal. This allows customers easy access to review their HUMS data at any time through a single point of access.

### No Infrastructure required

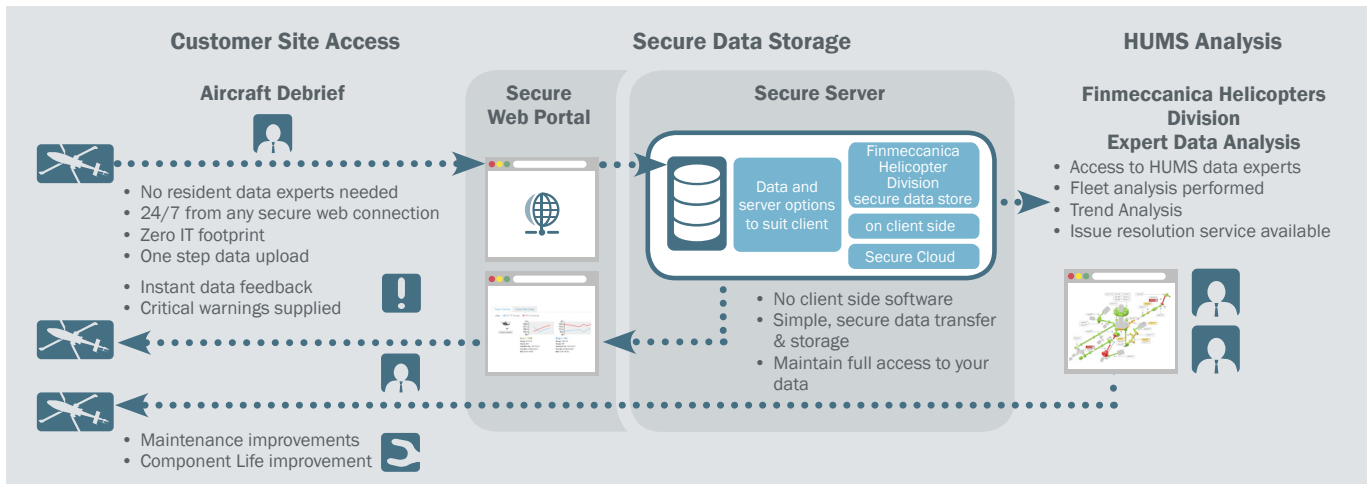
Utilising the improvements in web technology and cloud computing, organisations can use their existing IT infrastructure and connect to the secure Finmeccanica Helicopter Division portal. No further IT investment is required.

### Utilisation of Finmeccanica Helicopter Division HUMS specialist

The services utilise years of experience from the OEM and compares customer HUMS data against total fleet trends. Finmeccanica Helicopter Division can review and analyse customer data, alerting users of potential issues, recommending additional maintenance and improving aircraft safety and reliability.

### No Need for expensive in-house HUMS specialist

The training of in-house HUMS personnel is expensive and time consuming. Is this really needed with the considerable Finmeccanica Helicopter Division expertise at the customers fingertips? The expense and dependency is removed with the use of the Finmeccanica Helicopter Division specialists.



### HELIWISE PREMIUM

Our **Heliwise Premium** service gives an additional level of service to customers who have an in-house HUMS analysis capability. The package consists of the standard AAD or AVDM analysis tool plus a 24/7 on-call HUMS analysis service that guarantees to respond to your identified anomalies within 4 hours from receipt.

#### BENEFITS

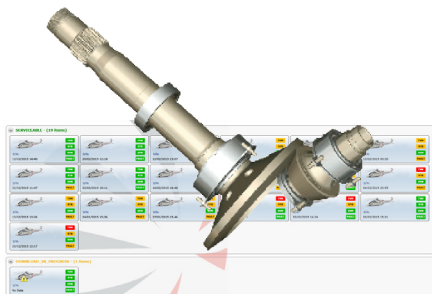
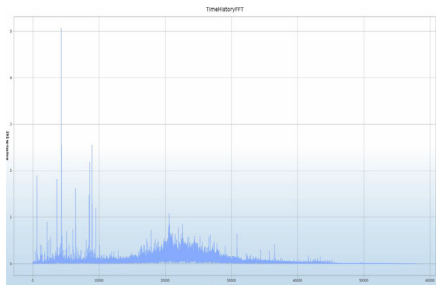
The **Heliwise Premium** service provides operators all the tools required for fast, in-depth analysis with addition of OEM 24/7 service, this allows operator to schedule inspection and maintenance during aircraft down time, minimising the time that helicopters are not available to fulfil their mission.

### HELIWISE FULL SUPPORT

For smaller operators, or those that do not require their own in-house HUMS capability, the **Heliwise Full Support** service provides a full HUMS turnkey solution. Simply upload the post flight HUMS data on to the Finmeccanica Helicopter Division secure **Heliwise** server and the Finmeccanica Helicopter Division HUMS team will undertake all the analysis. Routine analysis will be provided on a periodic basis with any anomalies urgently highlighted to the customer with recommendations for corrective action. This could include: aircraft inspections, component replacement and, where applicable, include the documentation needed to return the helicopter into service.

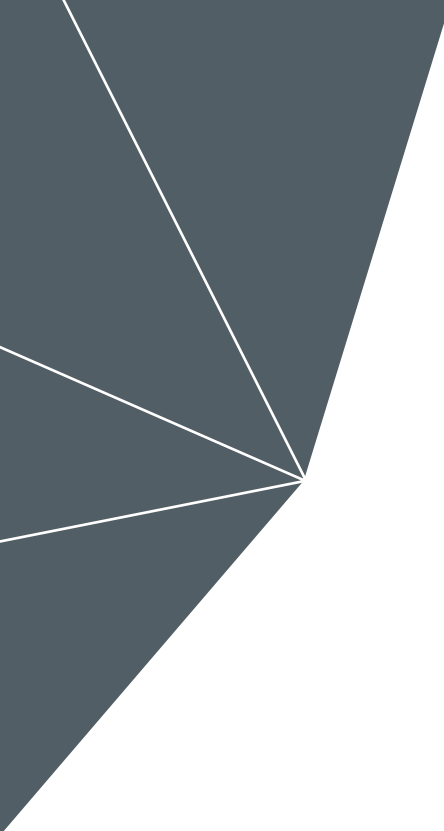
#### BENEFITS

The Finmeccanica Helicopter Division **Heliwise Full Support** service provides customers with all the benefits of the HUMS system with no investment in staff or infrastructure, whilst HUMS analysis and alerts are maintained by the Finmeccanica Helicopter Division HUMS experts 24/7, 365 days a year within a secure web portal.



### COMMITMENT TO OUR CUSTOMERS

Finmeccanica Helicopter Division is committed to developing and expanding its Customer Support & Training portfolio to meet the needs of all its customers. Feedback is always welcome to help us further develop and improve our support and products for your operational needs.



Visit  
[finmeccanica.com](http://finmeccanica.com)



You can also  
follow us on:

