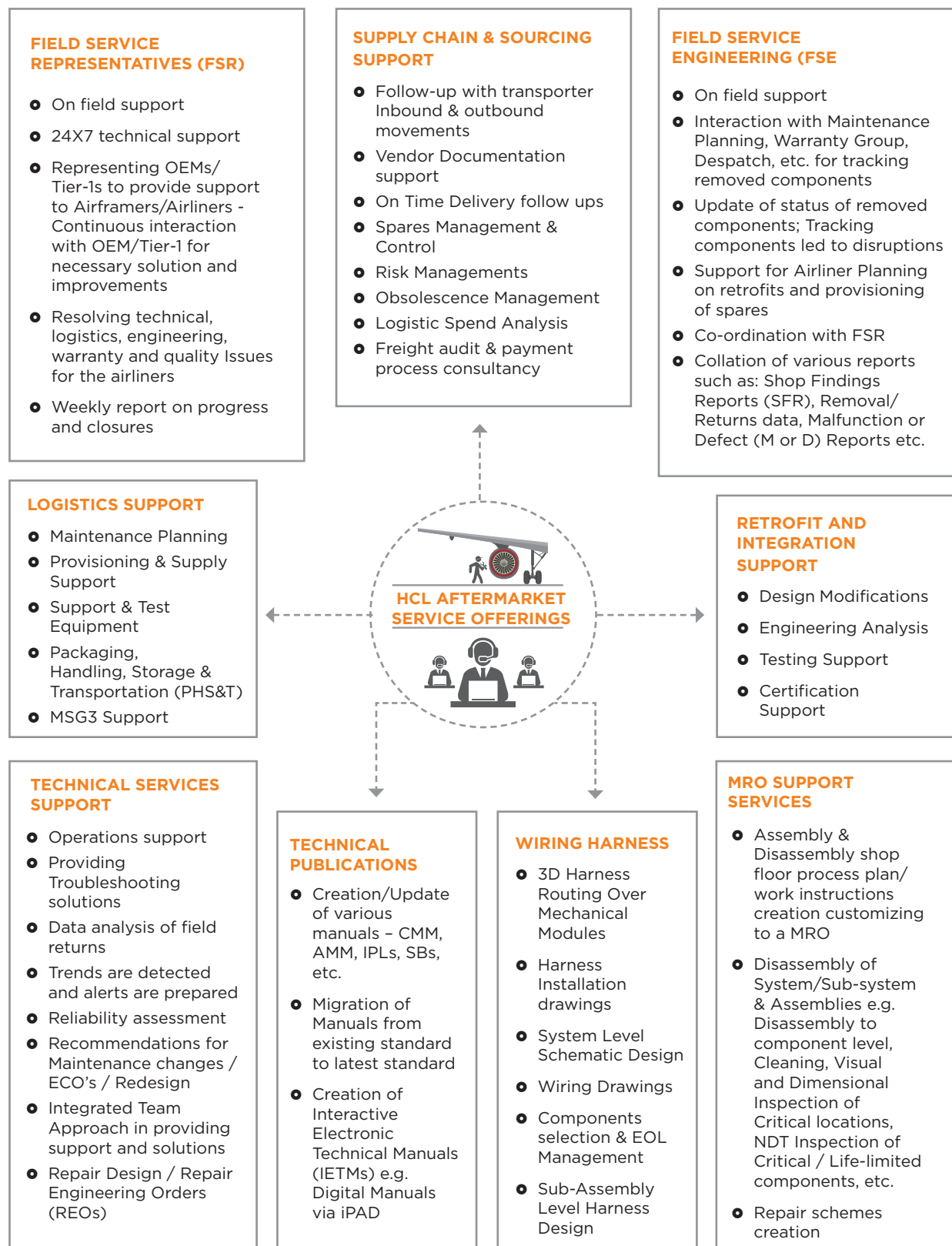


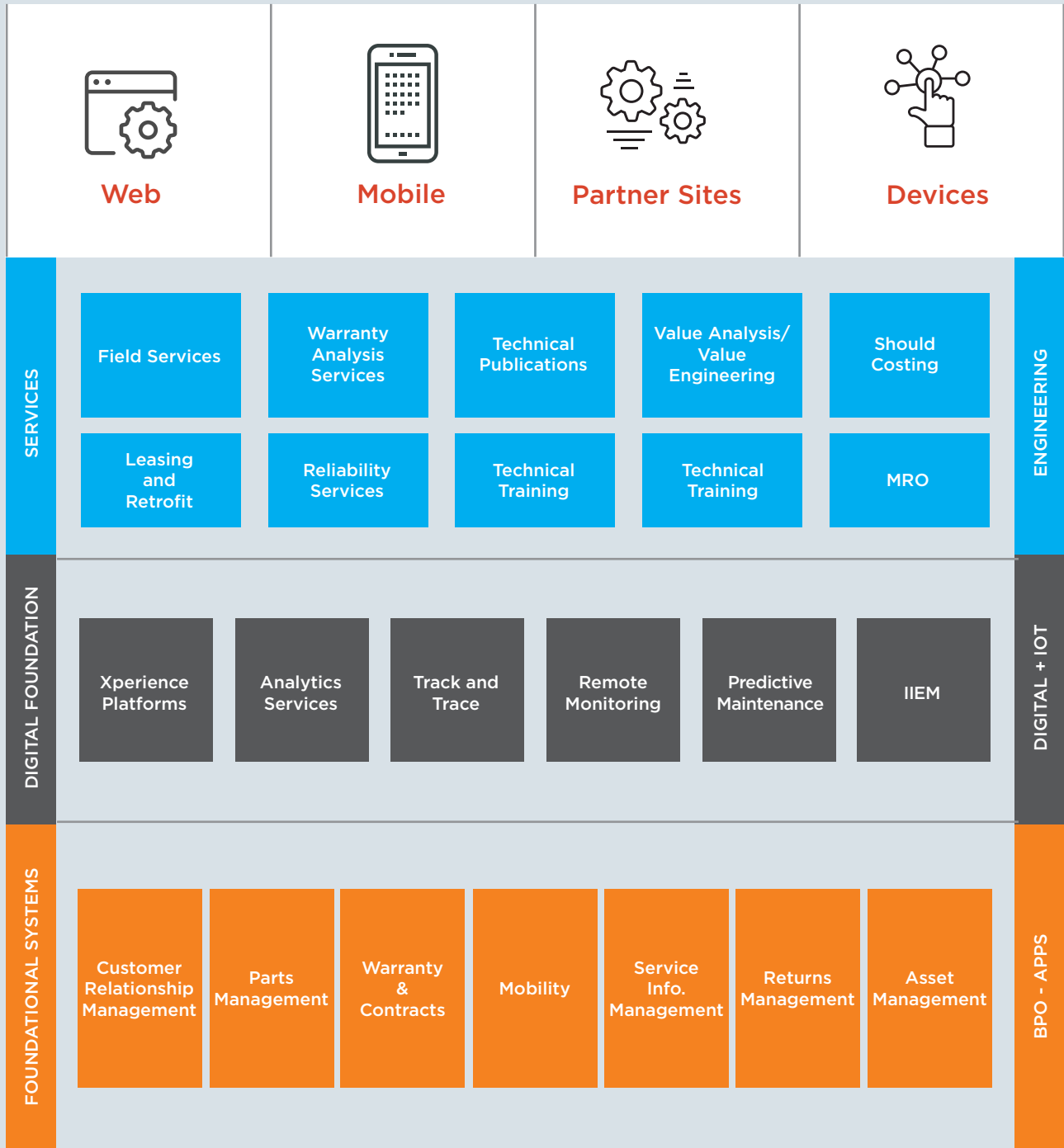
eXperienceease

**Aftermarket
Services**
By HCL

Aerospace Aftermarket is a secondary market that supplies products (accessories, equipment, spare parts etc.) and offer services for repair and maintenance activities for aircraft, engines, system and components. Aerospace Aftermarket Services comprise services like - Technical Services, Field Services, Technical Documentation and MRO services.



OUR AFTERMARKET FRAMEWORK



PROOF POINTS



Technical support for a British Aerospace equipment specialist

CUSTOMER CHALLENGE

- Excess cycle time in flight hours
- Increase in brake temperature
- Lack of monitoring in pressure and skid control system
- Field failure LRUs for different programs with contractual MTUR/MTBF

HCL VALUE PROPOSITION

- Support Production, EIS and Mature programs
- Failure Reporting Analysis and Corrective Action
- Engineering Change initiation / Re-design based on field issues
- Life Data Analysis based on Field reports

VALUE DELIVERED

- 100,000+ person hours of experience
- End-to-End Technical Support for customer from Field Location
- 25% Cycle time reduction
- 42% Cycle time reduction to update Field Reliability sheet
- 11% Automation of Reliability sheet of LRUs



Field Service Support to a largest Aerospace component supplier of USA

CUSTOMER CHALLENGE

- Issues in shop-level component repairing
- Spare parts & replenishment issues
- Problem in component removal through shipment to OEM repair facility & back to the airline
- Issue in shop-level component warranty & exchange unit

HCL VALUE PROPOSITION

- Ensure component removal through shipment to OEM repair facility & back to the airline
- Evaluate and support Shop-level component repair issues & hold-ups
- Evaluate Shop-level component warranty & exchange unit issue
- Supply chain and logistics coordination of Spare parts & replenishment issues
- Monitoring removal data of all with all the on-wing hours & cycles

VALUE DELIVERED

- Support in System Integration, Flight Test and Entry into Service (EIS) of Multiple New Next Gen programs
- Performing Quality Sign-off on various LRU's and LRM's installation on Aircraft
- Technical troubleshooting, Data gathering and Analysis, liaison with Tier 1's Home base
- Liaison with Airliner Logistics towards R&R, Upgrades and Servicing of various Production Components



Aero Engine After Market services for an American Aerospace manufacturer

CUSTOMER CHALLENGE

- Issues in aircraft on ground inquiries
- Lack of data analysis reports for engine issues & risks
- Deviations in shop floor work instructions
- Inefficiencies in field service operation

HCL VALUE PROPOSITION

- Capturing photographs for each activity of a Task
- Authoring of Work Instructions incorporating step wise process instructions with illustrations / pictures, part numbers, cautions, required tooling, etc.
- Recording deviations
- Release of the instructions
- Support in addressing the deviations

VALUE DELIVERED

- 24x7 support to all requests associated with engines
- Support to AOG (Aircraft On Ground) issues within 4 hours
- Enable customer operation readiness and efficiencies
- Data analysis of field associated data

HCL aftermarket services are spread across the globe, we have our engineers placed at different locations who are working on behalf of our clients.

Technical Services Support	Field Service Engineering	Field Service Representatives	Field Data Analytics	MRO Centers Support	Technical Publications
Akron	Doha	London	Stockholm	Zurich, Switzerland	Irvine, CA
	Mumbai	Delhi	Guangzhou		
	London	Manila	Singapore		
Coventry	Ethiopia	Abu Dhabi	Delhi		Tier-1 Captives, India
	Toronto	Cairo	Memphis	From HCL, Bangalore	
From HCL, Bangalore	Montreal	Brazil	Bangalore		From HCL, Bangalore
	Wichita	Mumbai			



For more details please contact: ers.info@hcl.com



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Relationship™
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