





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.

FIELD SERVICE REPRESENTATIVES (FSR)

- On field support
- 24X7 technical support
- Representing OEMs/ Tier-1s to provide support to Airframers/Airliners -Continuous interaction with OEM/Tier-1 for necessary solution and improvements
- Resolving technical, logistics, engineering, warranty and quality Issues for the airliners
- Weekly report on progress and closures

SUPPLY CHAIN & SOURCING SUPPORT

- Follow-up with transporter Inbound & outbound movements
- Vendor Documentation support
- On Time Delivery follow ups
- Spares Management & Control
- Risk Managements
- Obsolescence Management
- Logistic Spend Analysis
- Freight audit & payment process consultancy

FIELD SERVICE ENGINEERING (FSE

- On field support
- Interaction with Maintenance Planning, Warranty Group, Despatch, etc. for tracking removed components
- Update of status of removed components; Tracking components led to disruptions
- Support for Airliner Planning on retrofits and provisioning of spares
- Co-ordination with FSR
- Collation of various reports such as: Shop Findings Reports (SFR), Removal/ Returns data, Malfunction or Defect (M or D) Reports etc.

LOGISTICS SUPPORT

- Maintenance Planning
- Provisioning & Supply Support
- Support & Test Equipment
- Packaging, Handling, Storage & Transportation (PHS&T)
- MSG3 Support

RETROFIT AND INTEGRATION SUPPORT HCL AFTERMARKET Design Modifi

- Design Modifications
- Engineering Analysis
- Testing Support
- Certification Support

TECHNICAL SERVICES SUPPORT

- Operations support
- Providing Troubleshooting solutions
- Data analysis of field returns
- Trends are detected and alerts are prepared
- Reliability assessment
- Recommendations for Maintenance changes / ECO's / Redesign
- Integrated Team
 Approach in providing
 support and solutions
- Repair Design / Repair Engineering Orders (REOs)

TECHNICAL PUBLICATIONS

- Creation/Update of various manuals - CMM, AMM, IPLs, SBs, etc.
- Migration of Manuals from existing standard to latest standard
- Creation of Interactive Electronic Technical Manuals (IETMs) e.g. Digital Manuals via iPAD

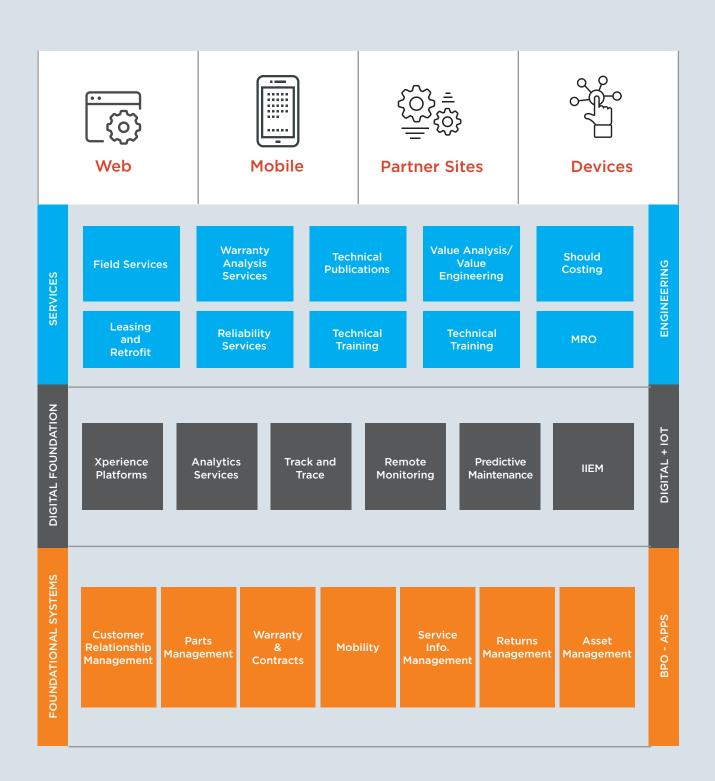
WIRING HARNESS

- 3D Harness Routing Over Mechanical Modules
- Harness Installation drawings
- System Level Schematic Design
- Wiring Drawings
- Components selection & EOL Management
- Sub-Assembly Level Harness Design

MRO SUPPORT SERVICES

- Assembly & Disassembly shop floor process plan/ work instructions creation customizing to a MRO
- Disassembly of System/Sub-system & Assemblies e.g. Disassembly to component level, Cleaning, Visual and Dimensional Inspection of Critical locations, NDT Inspection of Critical / Life-limited components, etc.
- Repair schemes creation

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 / Redesign 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

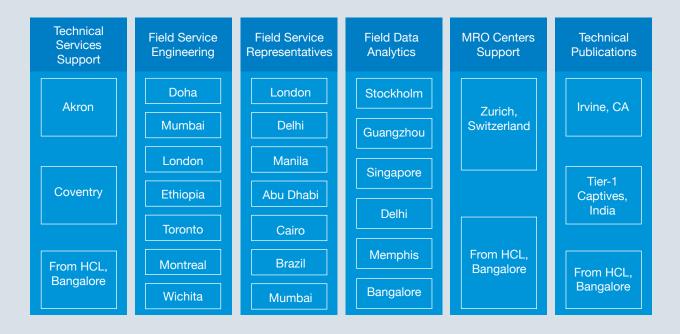
HCL VALUE PROPOSITION

- 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.



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



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