



JETBLUE BECOMES LAUNCH CUSTOMER OF “MAINTENANCE MOBILITY”

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Providing via tablets everything that a mechanic needs to know

Streamlining communication and decision-making

Enabling significant time-savings during airline operations turnaround times

JetBlue has become the launch customer for **Airbus’ “Maintenance Mobility”** offering following a contract recently signed with Airbus. Maintenance Mobility allows the airline mechanics to have all the technical information they need on iPads. Maintenance Mobility is one of several services in the Smarter Fleet cloud-based services platform developed by Airbus in partnership with IBM. The agreement with JetBlue covers the integration of the Maintenance Mobility services into the airline’s maintenance information system (MIS), as well as the software and data hosting over a five-year servicing period. The deployment will be accomplished step-by-step with Airbus experts working on-site with JetBlue in order to spread the integration and manage change gradually.

Marco Nogueira, JetBlue Director of Maintenance said: “By having access to aircraft technical data

on a portable device we will improve dispatch reliability and on-time performance of our Airbus fleet. Maintenance Mobility will also provide real-time fault analysis of aircraft systems and communication.” He adds: “Overall, the efficiency gains by having this information at the mechanics fingertips will facilitate quicker decision-making processes while ensuring better accuracy.”

Didier Lux, Airbus’ Head of Customer Services commented: “Airbus is once again leveraging mobile devices, along with cloud-based technology in order to digitalize maintenance operations.” He added: “By partnering with IBM, a world leader in digital services, Airbus will help ensure JetBlue mechanics can directly access the specific information they require, whilst optimizing their time between aircraft and office.”

Smarter Fleet Maintenance Mobility is a web based application hosted by Airbus as a service, composed of: a web page (for the supervisor), apps (for the mechanics), synchronized by a cloud (Smarter Fleet Platform). Thanks to an integration with airline information systems, it provides maintenance supervisors with real-time monitoring on the progression of each aircraft turnaround activities and serviceable status.

For mechanics it enables them to access information needed to perform the turnaround, such as task cards or real-time access to aircraft maintenance messages. It also include an e-Doc browser for access to the Aircraft Maintenance Manual (AMM), Illustrated Parts Catalogue (IPC) or Minimum Equipment List (MEL) from a mobile device.

Airbus, through “Services by Airbus”, offers end-to-end fleet lifecycle solutions for all its customers. The portfolio ranges from standalone services, to the most complete integrated solutions, including Flight Hour & Tailored Support packages, upgrades, training, e-solutions, engineering & maintenance, flight operations Air Traffic Management, and material management services. Together these enhance aircraft competitiveness by continuously adapting to customers’ evolving needs. With more than 40 years of experience in the aircraft industry and a worldwide network of more than 2,500 professionals, customers benefit from the unique expertise and capabilities from Airbus and its affiliated family companies.

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