

BOMBARDIER COMMERCIAL AIRCRAFT LAUNCHES SUPPORT FOR C SERIES AIRCRAFT OPERATORS

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Bombardier Commercial Aircraft announced the launch and celebration of the C Series aircraft’s new state-of-the-art Customer Response Centre (CRC) in Mirabel, Québec. The CRC – which is already supporting C Series customers – will provide 24/7/365 access to technical services, engineering expertise and global material services.

“As we approach delivery of the first C Series aircraft we are pleased to inaugurate this modern, technologically-advanced response centre in Mirabel,” said Fred Cromer, President, Bombardier Commercial Aircraft. “Investing in our customer services portfolio is a promise to our customers – exemplifying our team’s dedication to our operator’s respective business and success by serving their operational needs.”

“Our innovative Mirabel-based Customer Response Centre is another feature in our full-service offering and shows our commitment to ensuring our operators have access to easy, quick-turnaround support,” said Todd Young, Vice President and General Manager, Customer Services, Bombardier Commercial Aircraft. “With just one phone call, our one-stop-shop enables operators to speak with an expert who will coordinate support to keep their aircraft flying with minimal

downtime and interruptions.”

The CRC is equipped with the latest technologies and software including a new IP telephony system, enhanced visual management display system, and an integrated customer relationship management (CRM) tool. The CRC is staffed by a dedicated team of over 75 technical support staff, engineers and administration personnel.

The CRC will also support operators of the CRJ Series regional jets. Support for operators of Q400 turboprops is managed from Bombardier’s CRC located in Toronto, Ontario.

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