Boeing Commercial Aviation Services

Commercial Aviation Services provides world-class support to customers around the clock and around the globe. This support starts when a customer places an order and extends throughout the lifecycle of the airplane. The goal is to maximize the value of airplane fleets and operations, giving Boeing customers a competitive advantage in a challenging business.

Commercial Aviation Services offers the industry's most comprehensive portfolio of products, services and support, collectively marketed as the Boeing Edge. In an aviation services market with an estimated value of $2.5 trillion over the next 20 years, Commercial Aviation Services' competitive differentiator is its ability to leverage Boeing's decades of research, engineering knowledge, fleet data and breakthrough technologies.

Customer support comes standard with every airplane: more than 330 field service representatives are stationed at airline bases in 60 countries around the world. Service engineers and technical experts provide around-the-clock technical support for daily operations and when unexpected or major repairs are needed. In addition, Commercial Aviation Services offers services in four business areas: Material, Fleet, Flight and Information Services.

**Material Services** is all about parts – making sure customers have the right part, at the right place, at the right time. Skilled professionals make this happen through an e-commerce site dedicated to aviation and a network of warehouses strategically positioned around the world. Subsidiary Aviall is the world's largest provider of aftermarket parts for the aviation industry, including the major engine companies.

**Fleet Services** provides maintenance and engineering to airplanes and fleets. Customers can reconfigure interiors, upgrade avionics or convert older passenger planes into freighters.
Another key offering of the Fleet Services team is a suite of engineering, materials and maintenance solutions that help customers maximize their fleet and operational efficiency. Branded as GoldCare, these services are billed by the flight-hour for predictable cost and managed to measurable performance-based standards. Currently more than 50 customers have signed long-term agreements for varying levels of fleet support to nearly 1,700 airplanes.

Customers contract with Flight Services to train and certify pilots, maintenance technicians and crew members. The Flight Services network of training centers stretches across the globe, from Miami to London to Singapore. These training capabilities meet a need of increasing importance – as the global airline fleet expands over the next 20 years, Boeing projects that the world will need 498,000 new pilots and 556,000 technicians.

Information Services provides airlines, leasing companies and other customers with data, software, analytics and expertise to increase the efficiency of their operations. Their offerings include navigation software, crew- and fleet-planning tools, technical records management, and integrated systems that provide airplane performance data in real time, so that airlines can detect maintenance issues before they become problems.

Major subsidiaries include: Jeppesen, a pioneer in aviation navigation and an industry leader for 80 years; CDG, which provides engineering solutions and software for commercial aviation; and ILS, the world’s largest and most active aviation marketplace.

Boeing established the forerunner of Commercial Aviation Services nearly 80 years ago, setting the industry standard for customer service. Its strategic focus remains on developing and enhancing support and services to make customers more successful, every day.

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