BOEING

Support and Services

GIVING YOU EVERY ADVANTAGE TO SUCCEED

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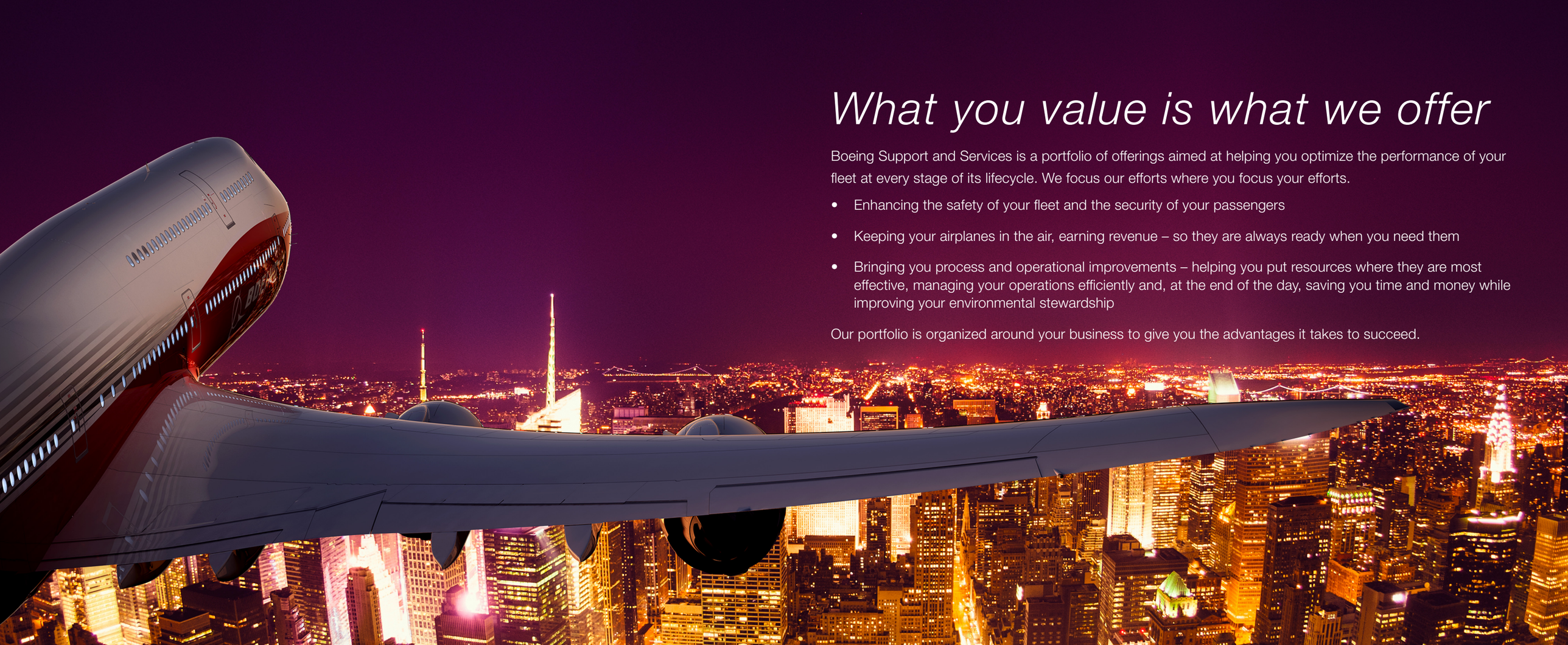

What you value is what we offer

Boeing Support and Services is a portfolio of offerings aimed at helping you optimize the performance of your fleet at every stage of its lifecycle. We focus our efforts where you focus your efforts.

- Enhancing the safety of your fleet and the security of your passengers
- Keeping your airplanes in the air, earning revenue – so they are always ready when you need them
- Bringing you process and operational improvements – helping you put resources where they are most effective, managing your operations efficiently and, at the end of the day, saving you time and money while improving your environmental stewardship

Our portfolio is organized around your business to give you the advantages it takes to succeed.

Giving you every possible advantage

In a tough, competitive business, you need every possible advantage, every day. Boeing works closely with you to tailor support and service solutions that meet your specific needs. Just as your airline works 24 hours a day, seven days a week, 365 days a year, so too does Boeing work to provide you world-class customer support, around the clock and around the globe. We work closely with you to deliver the Parts Solutions, Maintenance and Engineering Solutions and Flight Operations Solutions you need.

No other single company can give you the breadth of capability, knowledge, experience and insight that Boeing can. Our five key attributes give you the advantage.

Passionate People

Your success is our success. Boeing people work with you around the clock and around the globe to support your business. Experienced, knowledgeable and committed – we're here for you.

Insight from experience

Knowledge and insight gained from an unequalled history of leading-edge design, manufacturing experience, engineering expertise and fleet data are key to every service we provide. No one else can match it.

Breakthrough Technologies

We are dedicated to continuous research and development to help you take advantage of leading-edge technology to keep your airplanes safe, reliable and available. We couple that research with insights derived from a century of designing and building the world's best airplanes.

Those insights allow us to expand our capabilities in data analytics to help find new opportunities to improve the efficiency and economy of your operation. We use state-of-the-art tools and methods to discover predictive insights into potential impacts to your maintenance, engineering, and flight operations, giving you more time to manage and plan while decreasing unscheduled events.

Lifecycle Commitment

Our support of your long-term success starts when you acquire your airplanes and continues as you operate and maintain them daily, upgrade and refresh them, and transition those valuable assets.

Unparalleled Integration

You need a partner that can provide solutions that span your enterprise. We have the family of airplanes and the largest services portfolio in the industry. And we can integrate solutions that give your fleet, operations and business maximum performance.

24/7 CUSTOMER SUPPORT

Keeping the fleet where it belongs: In the air

Every day, thousands of Boeing airplanes carry people and goods to every corner of the world. And Boeing is right there to help you operate and maintain your airplanes to the highest standards to keep them flying reliably and safely, flight after flight after flight. In fact, Boeing is the leader in delivering information and support to customers around the world. So you can count on us to be there with you. We respond to urgent technical problems, engineering issues and maintenance requirements 24 hours a day, seven days a week, 365 days a year. We are on-site, online and on call for you – at any time, in any place, we're ready to help.

PARTS SOLUTIONS

Delivering the parts you need when and where you need them

There are more than 3 million parts in a Boeing airplane. But at a critical moment, you may only care about the one part preventing your takeoff. That's when Boeing gives you an advantage. We are passionate about giving you instant access to the industry's most advanced distribution network, so you get the parts you need, when and where you need them. In addition to dependable delivery of genuine Boeing parts, Boeing gives you access to aviation and related parts through two of the Boeing family of companies, Aviall and ILS. And we offer even more: complete supply chain solutions such as component services, expendable services, repair and management, landing gear overhaul and exchange, and more. All to help keep your airplanes where you want them – in the air.

MAINTENANCE AND ENGINEERING SOLUTIONS

Improving operational efficiency with a focus on maintenance & engineering

Boeing airplanes are built to last. And our Maintenance & Engineering Solutions help you get the most out of every air mile through products and services that help keep your operations running smoothly. No one can do that better than Boeing because no one knows your Boeing fleet better. Boeing delivers the upgrades, modifications and enhancements to keep your airplanes up to date and operating efficiently. Our partnerships such as Boeing Asia-Pacific Aviation Services and Boeing Shanghai Aviation Services add to the breadth and depth of these capabilities.

Our digital tools help you speed up troubleshooting and managing the entire maintenance process. We work to help you get the maximum value from your fleet over its entire life, so you can improve the performance of your whole business. After all, your company can only fly as high as your airplanes can take it.

Support and Services

MAINTENANCE AND ENGINEERING SOLUTIONS

FLIGHT OPERATIONS SOLUTIONS

Improving operational efficiency with a focus on flight operations

Right now, as many as 4,000 Boeing airplanes are in flight around the globe. Boeing helps ensure that every one of those flights is as efficient and safe as possible. From advanced pilot, crew and maintenance training to improved airspace efficiency and capacity, we give your flight operations and engineering support every possible advantage to make each mission a success.

We can even provide your pilots with in-flight updates for optimal routing and fuel efficiency. And through Jeppesen, a Boeing company, we deliver advanced digital tools for navigation, flight planning, crew scheduling and disruption management. That's how we give you an edge, one successful flight at a time.

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AVIALL A BOEING COMPANY
BOEING ASIA PACIFIC AVIATION SERVICES PTE. LTD.
上海波音 BOEING SHANGHAI AVIATION SERVICES CO., LTD.
CDG a Boeing Company
ILS A Boeing Company
JEPPESEN A BOEING COMPANY

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