

CUSTOMER SUCCESS STORY

Honeywell helps Corporate Jet Support to extend its reputation for service

Mechanical Protection Plan's fixed price ensures cost control for Gulfstream owners



Overview

Corporate Jet Support, headquartered at Teterboro Airport in New Jersey, is a leading supplier of Gulfstream jet parts and boasts one of the biggest inventories in the industry.

It has built a 20-year reputation for unrivalled customer service and support which is now enjoyed by hundreds of Gulfstream executive jet owners and operators worldwide.

Corporate Jet Support has embraced the new Honeywell Mechanical Protection Plan (MPP) and the majority of its customers are now benefitting from the peace of mind that comes from cost control and certainty, combined with guaranteed world class quality parts and service.

Background

Corporate Jet Support was launched in New Jersey in 1991 by business partners Dave White and Chris Breitweiser, who was just 19 years old at the time.

Dave and Chris set themselves the challenge of providing the best and most responsive replacement parts and support service to Gulfstream corporate jet owners and operators based at Teterboro Airport in New Jersey.

Twenty three years later Chris is the president of the company, now a worldwide operation producing annual revenues in excess of \$35 million, with bases across the United States, and in Basel, Switzerland.

Its corporate rallying call "Make the Trip" sums up Corporate Jet Support's absolute commitment to providing unrivalled customer service.

As a small, growing business, it was not at all unusual for Dave or Chris to take a call from a customer and minutes later to jump in the car and 'make the trip', sometimes driving through the night, to deliver the replacement part. It's a philosophy that remains at the heart of their approach – and their success – to this day.

Business Need

Corporate Jet Support specializes in Gulfstream aircraft and now supports around 750 customers worldwide, from business leaders to stars of stage and screen, flying 1,200 Gulfstreams from across the fleet, but predominantly G-IVs, G-Vs, G450s, G500s and G550s.

"This is not a 9 to 5, Monday to Friday business," said Chris Breitweiser. "Even if a customer calls me on Christmas Day we will move immediately to get the airplane fixed right away."

"These are busy people and if they and their aircraft are stuck somewhere, their only question is, 'when can you fix it for me?'"

"We pride ourselves on being able to say to a customer in this position, within ten minutes of taking their call, precisely when and how we are going to fix their problem. I have flown to South America and Europe to hand deliver a part without giving it a second thought."

"And when you do that, when you show that level of commitment, you have a customer for life. They know that Corporate Jet Support will deliver every single time."

QUICK FACTS

Honeywell solution

Mechanical Protection Plan (MPP)

Customer results

- Protection against large, unexpected bills, with access to world-class products and services
- Emergency support on standby reduces potentially expensive AOG events
- Much more predictable and manageable aircraft operating costs.

Why Corporate Jet Support partnered with Honeywell

- Honeywell is the world leader in fixed-price maintenance programs
- Honeywell and Corporate Jet Support have a close 20-year relationship
- Using the MPP guarantees the quality of equipment, technical support, speed and efficiency of service

Customer

- Name: Corporate Jet Support
- Location: Moonachie, New Jersey
- Industry: Corporate jet services and support
- Website: www.corpjetsupport.com



Dave White, vice president (left) and Chris Breitweiser, president of Corporate Jet Support

"MPP is great for us and great for our customers too. Not only can we offer customers peace of mind and control of yearly maintenance budgets, with no unforeseen shocks, we can also respond immediately when they need help."

Chris Breitweiser, president, Corporate Jet Support

In common with all aircraft owners and operators, Corporate Jet Support's customers are keen to ensure the best possible return on their substantial investment, by maximizing their Gulfstream's availability and minimizing aircraft on ground (AOG) incidents.

They are also seeking to keep maintenance and repair costs under close control and to avoid additional bills.

To help customers achieve these goals, Corporate Jet Support has always held a comprehensive parts inventory and has always worked hard to help owners and operators to make smart decisions that help them manage their costs.

But when Honeywell, with whom Corporate Jet Support has a 20-year association, launched a new maintenance and repair program, Breitweiser instantly saw the opportunity to partner with Honeywell to leverage both companies' strengths – Corporate Jet Support's ability to provide hardware and logistics support with Honeywell's ability to provide superior program, product and customer support.

Solution

The Honeywell Mechanical Protection Plan (MPP) is an extended repair and replacement program designed to help customers avoid downtime while ensuring predictable and manageable maintenance costs.

MPP covers environmental control systems and cabin pressure control systems (ECS/CPCS) for the Gulfstream fleet. The service is available 24 hours a day, seven days a week for AOG emergencies and includes paid air-freight.

A fixed-price MPP contract guarantees that any repair bills won't exceed a set figure, taking the uncertainty out of annual budget planning.

A variety of coverage options are available, contracts can be extended over several years and special prices are available for fleet operators.

MPP builds on other well established Honeywell maintenance programs such as the Maintenance Service Plan (MSP), the most widely used engine and APU maintenance program in business aviation, and the Honeywell Avionics Protection Plan (HAPP).

Benefits

"MPP is great for us and great for our customers too," said Chris Breitweiser.

"Not only can we offer customers peace of mind and control of yearly maintenance budgets, with no unforeseen shocks, partnering with Honeywell to provide the inventory and logistics support means we can provide an immediate response – a win, win for everyone."

Most of Corporate Jet Support's customers have already signed to the MPP program, with many also covered by HAPP.

Each offers genuine Honeywell parts backed by the company's spares exchange (SPEX) program which provides line replaceable unit (LRU) exchanges and rentals for both warranty and non-warranty situations.

"MPP is a phenomenal program, a fabulous deal, delivering certainty of costs and budget management and providing guaranteed parts and services of the highest quality at the same time," added Breitweiser.

"Many of our customers have made huge savings through the program. One customer called us at 8pm one evening in desperate need of a new outflow valve for his Gulfstream, which off contract would cost around \$100,000.

"Because he has an MPP contract, the valve was on its way by FedEx within one hour. In this one event, his MPP contract had paid for itself many times over.

"On another occasion we had a request, under the MPP, for a pressure reducing valve, timed at 9.56pm. It was out of the door, on its way by 10.02pm.

"Then we assisted a corporate customer who urgently needed to get to California, but his Gulfstream was AOG on the East Coast. We, and MPP, got him there – and then when watching the next day's news we saw that he had flown to complete a major merger for his company.

"And it can work for owners or operators who are not on the program too. We have customers who have come to us in urgent need of a component. We have been able to help them by talking to Honeywell, allowing them to sign up to MPP retrospectively – perhaps for longer than the minimum term, but still in this way avoiding the large, one off cost.

"Cost certainty is a major driving force for customers. To know what your cost commitment is, and to know there are not going to be any spikes, is huge. But the service has to be great too, speed of response is almost always essential. Because our customers trust us – and Honeywell – this gets the deal done."

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