

## HAPP KEEPS MARITIME FLEET FLIGHT READY FOR VITAL MISSIONS

Avionics repair costs cut by 20-30 percent and components returned 75% quicker

**“ It is very cost-effective. The estimation on the savings is about 20 to 30 percent per aircraft. We can reduce our expenditure and we get a good and quick response from Honeywell. ”**

*Mohammed Jamil Samsudin, avionics maintenance inspector,  
Galaxy Aerospace*





## Overview

Malaysia Maritime Enforcement Agency's fleet of CL-415 and AW139 aircraft need to be serviceable and flight ready to support vital surveillance, search and rescue and firefighting missions. Maintenance of the aircraft has been outsourced to two companies who say that, thanks to the Honeywell Avionics Protection Plan (HAPP), components are being repaired and returned much quicker and to a fixed annual budget that is giving cost savings of 20 to 30 percent per aircraft.

## Quick Facts

### Honeywell Solution

- Honeywell Avionics Protection Plan (HAPP)

### Customer Results

- Cost savings of 20-30 percent per AW139 helicopter
- CL-415 components repaired or replaced 75% quicker than before
- Honeywell team is supportive and responds quickly

### Why MMEA chose Honeywell

- CL-415 components were becoming harder to obtain and repair
- Need to maximize aircraft availability for vital maritime and firefighting air support
- Predictable and manageable maintenance costs

### Customer

- Name: Malaysia Maritime Enforcement Agency
- Location: Subang, Malaysia
- Industry: Government
- Website: [www.mmea.gov.my](http://www.mmea.gov.my)



## Background:

Malaysia Maritime Enforcement Agency (MMEA) was formed in 2005 to maintain safety and law at sea, and to establish effective and efficient search and rescue services in the Malaysian Maritime Zone.

The organization, which works closely with international communities including the Japan Coast Guard and US Coast Guard, has air support from a fleet of Bombardier CL-415s, as well as AgustaWestland 139 and AS365 Dauphin helicopters.

In addition to surveillance and search and rescue at sea, the CL-415s are used to assist with firefighting on mainland Malaysia and in Sabah and Sarawak. Once they were even called upon to fight a forest fire in Indonesia's South Sumatra province.

"In order to do our job in maintaining law and order and to provide other maritime missions, we need serviceable, well maintained aircraft throughout the year," said Colonel Syed Islam, commander of MMEA.

"We outsource the maintenance of our aircraft. This gives us the most economical, lowest cost solution to maximize serviceability so that we can reliably perform our missions."

MMEA's two CL-415s and three AW139s are equipped with Honeywell avionics. The CL-415s are maintained by AJ Aeroservices at MMEA's base at Subang Airport near Kuala Lumpur.

"The CL-415 has been around for over 25 years and so some of the components installed on the aircraft are from that era," said AJ Aeroservices' chief operating officer, Lieutenant Colonel Ismail Sharif.

"We sometimes had problems getting spares and were introduced to the Honeywell Avionics Protection Plan (HAPP) by one of the company's local agents. We found that it would be very beneficial to us and subscribed to the program."

Galaxy Aerospace, also operating at MMEA's Subang facility, maintains the AW139 fleet and was introduced to HAPP by AgustaWestland.

"We saw the benefit because we need components quickly if avionics need to be replaced," said Mohammed Jamil Samsudin, the company's avionics maintenance inspector.

## Solution:

HAPP helps aircraft operators to ensure that they have predictable and manageable maintenance costs. For a fixed-price, the program guarantees that any avionics repair bills won't exceed a set figure, taking the uncertainty out of annual budget planning.

The program also provides priority access to genuine Honeywell parts, backed by the company's spares exchange (SPEX) program. This provides line replaceable unit (LRU) exchanges and rentals for both warranty and non-warranty situations.

Honeywell support is available 24 hours a day, seven days a week for aircraft on ground (AOG) emergencies. It includes paid air-freight and exchange parts, plus the added benefit of offering loan parts while the customer's unit is in for no charge repair.

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



For a nominal increase to the annual fee, customers can select HAPP Gold. Additional benefits include 24/7 road crew for AOGs worldwide, extended troubleshooting, counter to counter shipments and Saturday delivery and no additional fees when no faults are found.

### Benefits:

AJ Aeroservices and Galaxy Aerospace have both seen costs savings and have benefited from much quicker repair and delivery of components.

“Under normal circumstances, there is an average four-week turnaround to get the components back to us. But, with HAPP, this turnaround time has been reduced to about a week,” said Lieutenant Colonel Ismail Sharif.

“Our maintenance contract is based on performance. If we cannot deliver the aircraft back on time, we’ll be penalized. HAPP has significantly reduced the turnaround time for components and this has increased aircraft availability. It helps us achieve a high serviceability rate.

“I find that HAPP is a very reliable program and it has also given us some reduction in expenditure. Honeywell’s representatives are very supportive. It’s a good program.”



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*Lieutenant Colonel Ismail Sharif, chief operating officer, AJ Aeroservices*

Galaxy Aerospace says that Honeywell’s rapid response is enabling the company to minimize the time that maintenance issues ground MMEA’s AW139s.

“When we send components for repair, we receive feedback from Honeywell in a very short timeframe,” said Mohammed Jamil Samsudin. “The parts are returned very quickly and so we are able to ensure that the aircraft are rapidly returned to service.”

“HAPP is very cost-effective. We estimate savings of about 20 to 30 percent per aircraft. Through this program, we can reduce our expenditure and we get a good and quick response from Honeywell.”

### Honeywell Aerospace

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