



BendixKing

FOR WI-FI RELIABILITY, UNITED WINGS INTERNATIONAL TRUSTS AEROWAVE

Avionics Sales Corporation

“It’s extremely important to have a reliable Wi-Fi system in a charter jet. In fact, most businesspeople will not even get on an aircraft that doesn’t have a reliable Wi-Fi system.”

Eduardo Marquez,
President, United Wings

Case Study



When United Wings International first signed on with a charter operator, it had to guarantee the availability of a reliable Wi-Fi system on board. After looking at different options, the aircraft management company determined that BendixKing's AeroWave 100 was the best fit because of its small antenna, only-pay-for-what-you-use business model, and reliable connectivity on the ground and in the air.

Background

Eduardo Marquez is a perfectionist who's been involved in aviation for three decades. "I'm very passionate about working on aircraft and making sure they're meticulously maintained," he says. "I enjoy it when all the systems and technologies are up to date. That's my drive, every day."

Avionics Sales Corporation, one of Eduardo's companies, is an authorized sales and service center for BendixKing, with whom he's been working for about 24 years. He knows many of the engineers, sales reps, and management executives, and appreciates the quality of BendixKing products and the responsive service he receives.

When Marquez established the corporate jet management company United Wings International in 2016, it was only natural for him to turn to BendixKing for a reliable Wi-Fi system. He found it in the AeroWave 100.

The Solution

Marquez installed the AeroWave 100 system on the Hawker 800XP and Gulfstream G100 owned by United Wings, as well as four other aircraft the company manages for different owners.

"It's extremely important to have a reliable Wi-Fi system in a charter jet," he says. "In fact, most businesspeople will not even get on an aircraft that doesn't have a reliable Wi-Fi system."

One of the first things that attracted Marquez to the AeroWave system was how small the antenna was compared to other systems, making it ideal for light and midsize jets. Marquez has high praise for the solid construction, as well as the detailed installation manual. He says, "all the boxes that come with the system, which includes the antenna, router, T-Bias, an HDU, and mounting trays, are designed in a way that makes it easy to install in different types of aircraft very easily."

Another feature that Marquez appreciates is the fact that AeroWave works on the ground and in the air. "There's no need to install two separate systems or worry about connectivity when you're on the ground in an international location," he says. Passengers stay seamlessly connected whenever they're inside the aircraft.

The Wi-Fi system keeps business travelers connected, and is also good for United Wings' bottom line. "It's incredible that BendixKing doesn't charge a monthly service fee," reflects Marquez. "If an aircraft is undergoing maintenance or isn't flying for some other reason, we're not spending money on a system that's not being used."



Quick Facts

BendixKing Installed Solution

- AeroWave 100

Customer Results

- Always-on Wi-Fi
- Connected business travelers
- Advanced satellite communications

Why BendixKing AeroWave 100

- Pay-for-use pricing
- Small antenna and easy installation
- Exceptional service and support

Customer

- Name: United Wings International/
Avionics Sales Corporation
- Location: Opa-locka, Florida
- Industry: Corporate Jet Management/
Avionics Sales and Service

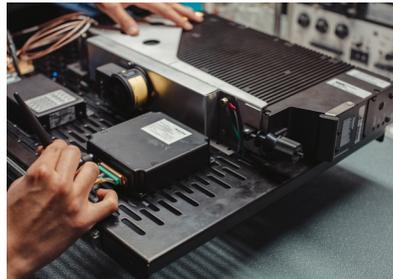
Pricing for the current AeroWave 100 system is simply based on the number of minutes used. “You don’t have to worry about how many people are connected or the megabytes and gigabytes that nobody understands,” Marquez says. “Whether you connect three, four, or eight people it’s the same. You just buy a package of minutes and order more when you need them. There’s even an online portal where you can see the usage. It couldn’t be easier.”

The Benefits

Marquez says the feedback he’s gotten on the AeroWave system from operators and owners has been “phenomenal, because the system is reliable and costs a lot less than other systems.”

Marquez also knows that he can count on BendixKing for excellent service if an issue ever arises. “During one of our routine installations, we went to BendixKing to resolve a configuration issue,” he recalls. “We called tech support and they came to the phone immediately. There’s no calling back or waiting hours or days.” The system needed a firmware update, and a replacement box with the latest software was delivered the very next day.

“Everything worked out well,” Marquez says. “BendixKing is there for us, and it makes our job a lot easier when we get that kind of support.”



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