

# HONEYWELL FORGE EXCEEDS CUSTOMER EXPECTATIONS

Global 6000 operator praises industry-leading performance and customer support

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Case Study

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**SEBASTIAN WILLAI,  
DIRECTOR OF MAINTENANCE,  
GLOBAL 6000 OPERATOR:**

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**Honeywell**



## OVERVIEW

When a Paris-based company took delivery of its new Bombardier Global 6000, the aircraft came equipped with Honeywell JetWave high-speed satellite communications hardware. The operator needed to select a service provider and chose Honeywell Forge for its Jet ConneX services, a worldwide Ka-band system that operates over the Inmarsat Global Xpress network. The company has been delighted with both the connectivity and Honeywell's customer support.

## BACKGROUND

For a CAC 40-listed industrial group based in Paris and with operations in 90 countries worldwide, the company's Bombardier Global 6000 is essential business transport that is used to enable senior executives to travel to their destinations in the most efficient way possible.

The aircraft was delivered new in November 2016 and came factory-equipped with Honeywell JetWave high-speed satellite communications hardware.

JetWave has four major components: an antenna controller to accurately point the antenna to the satellite, an RF unit to blast the data through space, a modem to process the incoming and outgoing data and a tail-mounted antenna to direct the data to and from the satellite.

It is the only satcom terminal to include dual receivers, enabling critical "make before break" handoffs between satellite spot beams.

Other solutions have built-in outages every time a terminal needs to be "handed off" between satellites, adding significant service interruption and downtime for users.

With Honeywell JetWave installed on the aircraft, the customer was presented with a number of providers for services.

The customer needed to select a service provider that would deliver the vital high-speed connectivity needed by executives. He also required value-added services to help optimize cost control, as well as support for maintenance and technical teams.

The Global 6000 has a range of 6,000 nautical miles and so the passengers need a service that enables them to remain productive and to keep in touch with the business and its customers during long periods of time in the air.

The aircraft's director of maintenance is Sebastian Willai.

"When we were in the completion center, several providers were proposed to us," he said. "Honeywell's solution was not the favorite. It was an outsider as we had established relationships with other suppliers.

"Then I met the technical team – Alban and Matthieu. I must say that these guys are awesome. Every problem found its solution when these guys were chasing it. "We were happy with the proximity of Honeywell support close to our base at Paris Le Bourget, the team's thorough knowledge about the JetWave system and the company's commitment to 'go beyond'.

We selected Honeywell Forge for our Jet ConneX services, and we stayed loyal to Honeywell Forge thanks to superior support and service level, as well as integration between hardware, software, services and support."

– SEBASTIAN WILLAI,  
DIRECTOR OF MAINTENANCE,  
GLOBAL 6000 OPERATOR

## QUICK FACTS

### Honeywell Solution

- JetWave and Jet ConneX Ka-band
- Honeywell Forge
- Customer: Global 6000 operator
- Location: Paris, France
- Industry: Industrial group
- Inmarsat Jet ConneX:  
[inmarsat.com/aviation/business-aviation/jet-connex/](http://inmarsat.com/aviation/business-aviation/jet-connex/)

### Customer Results

- Passengers are happy with the powerful in-flight connectivity
- Enables passengers to stream video and to make video calls
- Honeywell support team provides rapid response to any technical issues
- JetWave hardware provided exclusively by Honeywell and services provided through Honeywell Forge, create an integrated framework and one point of contact for the customer

### Why Choose Honeywell

- Performance of the Jet ConneX service
- Honeywell's expertise and problem-solving
- Integrated solution between hardware, software, services and support
- Local support close to the aircraft's Paris Le Bourget base

## SOLUTION

With its Honeywell Forge brand, Honeywell offers the industry's most complete portfolio of value-adding aviation services and applications.

These include services that enable reliable, high-speed in-flight Wi-Fi.

These are supported by a customer-oriented team working 24/7 in more than ten languages. This team is experienced on all types of satcom and on all types of aircraft.

Provided through Honeywell Forge, the Ka-band based Jet ConneX service provides the fastest broadband service in the sky in its class for business aviation.

It's the first worldwide Ka-band network available for aircraft operators, offering guaranteed as well as high-speed rates, with the most extensive coverage of flight routes on the market.

The service enables passengers to watch live TV or make video conference calls, transfer large files, surf the web or stream videos.

Jet ConneX operates over the Inmarsat Global Xpress network. Each of the network's three Inmarsat-5 (I-5) satellites operates 89 highly-efficient Ka-band spot beams.



## BENEFITS

One year after choosing Honeywell Forge for Jet ConneX, Sebastian Willai has been delighted with his selection of the solution and the support that he has received from the company's team.

“When we have experienced issues, every time Alban or Matthieu came to the aircraft, downloaded some logs and identified the problem very quickly. Our passengers were happy because they were able to fly with such a powerful system onboard. “We are more than satisfied with Honeywell. The team is always ready to assist us. Even last Sunday, Alban was not on duty but he answered my call. Matthieu then came to the plane early on Monday and found the problem in less time than it would take me to write it down. “How could I be disappointed with such a quick response? Honeywell can be proud of its support and some other companies could learn from it.”

– SEBASTIAN WILLAI,  
DIRECTOR OF MAINTENANCE,  
GLOBAL 6000 OPERATOR

**Honeywell Aerospace**

1944 E. Sky Harbor Circle  
Phoenix, AZ 85034  
[aerospace.honeywell.com](http://aerospace.honeywell.com)

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