

**CUSTOMER SUCCESS STORY**

# Jet Aviation Basel enlists Honeywell's help in luxury fit-out for Middle Eastern jet

**Ovation Select cabin management system successfully installed and certified on BBJ****Overview**

When a high-profile Middle Eastern customer asked Jet Aviation to fit a cabin management system (CMS) into his new Boeing Business Jet (BBJ) 737-900, it needed a partner who could not only provide the sophisticated system but could help get it installed on time and on budget. Honeywell answered all these challenges.

**Background**

Jet Aviation was founded in Switzerland in 1967 and is one of the leading business aviation services companies in the world. Close to 4,500 employees cater to client needs from 21 airport facilities throughout Europe, the Middle East, Asia and North America.

The company provides maintenance, completions and refurbishment, engineering, fixed base operations and aircraft management.

It also offers charter services, aircraft sales and personnel services. Jet Aviation's European and US aircraft management and charter divisions jointly operate a fleet of more than 250 aircraft and the company is a wholly-owned subsidiary of General Dynamics.

**Business Need**

The Jet Aviation group maintains two major completion and refurbishment centres - one in Basel, Switzerland and the other in St. Louis, United States.

Jet Aviation Basel operates its own interior design and engineering department and its own cabinet, upholstery, fibreglass, sheet metal and paint shops.

The company's highly skilled, professional craftsmen have the ability to fully complete and outfit 'green' aircraft and to refit already completed aircraft that

require anything from a minor touch-up to a major refinishing.

The team's ability and experience ranges from small through to large-cabin business jets, from Learjets, Falcons, Challengers, Globals and Gulfstreams, to airliners such as BBJs, Airbus 319CJs, 330s and 340s and even Boeing 747s.

VIP passengers can be very demanding and Jet Aviation is equipped to deal with the many requirements of private jet users.

Its in-house capabilities include the highest quality standards and long standing relationships with suppliers, having cultivated close contacts with speciality companies around the world for almost four decades.

Jet Aviation's Basel operation strives to ensure that all cabin details are exactly the way the customer wants them. In order to achieve that level of customisation and quality, it does much of the work by hand in its upholstery and cabinet shops. These shops are supported by the machine, sheet-metal and electrical shops which make speciality fixtures and install the wiring and electronics systems in line with customer requirements.

The company can even build a full-scale mock-up of the cabin to give users a feel for the layout and it demands this same level of expertise from its partners.

When Jet Aviation was commissioned to provide a cabin management system (CMS) for this Boeing Business Jet, it needed a partner who could not only deliver a sophisticated system but could also help support the installation and manage software upgrades and the system testing to meet the in-flight test and scheduled re-delivery for the customer.

**QUICK FACTS****Honeywell solution**

Ovation Select engineering, delivery and installation

**Customer results**

- Ovation Select met the customer's sophisticated requirements and was delivered on time and on budget
- European team in place – sales, programme management, application engineering and local field service engineering
- It is also a scalable solution that can be easily and quickly adapted to newest technology and various platforms

**Why Jet Aviation chose Honeywell**

- Jet Aviation has a trusted relationship with Honeywell
- It was confident that Honeywell would meet all the deadlines and deliver a solution that meets or exceeds customer requirements
- Solution backed by a seamless global network with spares and support

**Customer**

- Name: Jet Aviation
- Location: Basel, Switzerland
- Industry: Business aviation services
- Website: [www.jetaviation.com](http://www.jetaviation.com)



"We chose the Honeywell system because our customer required the ultimate BBJ 737 interior, and Honeywell's Ovation Select is an integral component that makes such an interior possible."

**Neil Boyle, vice president completions, Jet Aviation Basel**

## Solution

Despite competition from other vendors, Jet Aviation chose Honeywell's Ovation Select CMS, the all-digital, state-of-the-art system that provides passengers with the ultimate in in-flight productivity, business connectivity and entertainment.

Ovation Select's intuitive interface puts control of the entire cabin at the passenger's fingertips. It offers communication, movies, gaming and music in high definition and surround sound with seamless in-flight connectivity, whether through smartphone, laptop or tablet.

This is delivered by Honeywell's satcom system for in-cabin data streaming via satellite and there is also remote control for iPad or iPod with the Honeywell Cabin Control App that is available from the Apple™ App Store.

Providing powerful bandwidth for high-tech devices through a single Ethernet gigabyte backbone, the solution is designed to allow passengers to remain productive on business flights and still have a more 'at home' feel when they are travelling.

JetMap HD is a 3D full high-definition (1080p) moving map application that allows passengers to view their flight path from up to 14 different perspectives and zoom in on the terrain below using worldwide 15-metre-resolution satellite imagery.

It can be customised with unique backgrounds and languages including a 3D model of the aircraft rendered inside the moving map. Real-time images from a range of exterior cameras around the aircraft are displayed on the main bulkhead LCD displays, or on nine-inch at-seat HD monitors.

Passengers can also control lighting, seats, temperature, galley calls and window shades, all from the comfort of their seats. The aircraft also includes Honeywell's MCS-7200 satellite communications system and wireless cabin communications to enhance productivity.



The delivery of Ovation Select was the result of a partnership between Honeywell's in-region engineering and project team and Jet Aviation Basel, which led the aircraft completion project.

It included product certification by the European Aviation Safety Authority (EASA) for use in Europe. The certification of Ovation Select by EASA builds on the system's existing FAA supplemental type certificates (STC) for Dassault Falcon 900, BBJ, Gulfstream G550 and Embraer Legacy 650 aircraft.

Efficient implementation was an important part of this operation because this was a full-scale project rather than a pure installation.

Before installation, Honeywell bench-tested all the components and software in Florida to ensure that there would be no last minute issues and to make sure that everything was in tune and hit all the requirements before delivery to the customer.

"We chose the Honeywell system because our customer required the ultimate BBJ 737 interior, and Honeywell's Ovation Select is an integral component that makes such an interior possible," says Neil Boyle, vice president completions, Jet Aviation Basel.

## Benefits

Ovation Select delivered all the functionality and features that Jet Aviation needed for the owner of this BBJ aircraft.

The whole project was delivered on time and to the great satisfaction of the customer. There were excellent working relationships between the Honeywell and Jet Aviation teams and also with a 20-strong team sent from the Middle East who represented the customer. This team and the design team worked on this aircraft full-time for nearly two years.

An advantage of Ovation Select is that it is backed by trust and good relationships between Honeywell and Jet Aviation. It also has worldwide support. Honeywell has spare parts and field services engineers located all over the world so can deliver the excellent support that is vital for this type of aircraft that operates globally.

Ovation Select's all-digital architecture and Ethernet backbone also reduces installation time versus competing systems, and facilitates end-to-end self-diagnostic health monitoring and troubleshooting capability. Thanks to its modular system architecture, it can accommodate the latest technology so future innovations can be easily and rapidly integrated.

"Through our close working partnership with Honeywell's European project team we have been able to complete the EASA certification process of Ovation Select on time and provide our customer with one of the most advanced BBJ cabins in the world," adds Boyle.

"However, the sophistication of the system is matched by the efficiency of installation. Honeywell's team has hit the mark with every part of the project, across the board.

"Our teams worked well together and the result is that Honeywell is certainly one of our most preferred suppliers when it comes to this kind of project."

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