

CUSTOMER SUCCESS STORY

Honeywell provides state-of-the-art working and travelling environment

Entrepreneur and philanthropist “delighted” with bespoke solution



Overview

When a high net worth individual acquired a Boeing Business Jet he knew that he was getting one of the best long-range executive aircraft on the market. But he also required high quality systems and equipment in the cabin, to conduct business as usual and to enable passengers to relax in comfort and arrive at their destination rested, refreshed and ready to go. Honeywell's Ovation Select[®] cabin management system was selected and, following the installation and integration programme, Honeywell's commitment and technical expertise were described by the customer as “outstanding”.

Background

The chairman of a diversified holding company with global interests in real estate, agribusiness and financial asset management is one of the United States' most travelled citizens.

To provide the mobility and flexibility that enables him to fulfil his many commitments, the individual uses a Boeing Business Jet (BBJ1), based on the Boeing 737-700 aircraft, that was acquired in 2011.

Business Need

Added to exceptional space in which to work, relax and entertain, intercontinental range and worldwide support, BBJ owners are also able to select their own bespoke cabin specification to provide the level of equipment and comfort that best suits their passengers' needs.

With approximately 400 hours spent in the air each year, replicating the quality of their home and business

environment is a key requirement for the owner, his family and colleagues travelling with them.

And with his background in technology, the owner was particularly interested in the selection of the cabin management system for the BBJ.

Brian Hazen is director of maintenance at the company's flight operations division based at Medford in Oregon, the aeroplane's home airport.

“It was certainly a challenge for us to make sure we selected the right system to deliver the required quality and functionality for the owner and his passengers,” he said.

“But it also needed to be one that could overcome installation hurdles and then could be easily maintained and fine-tuned.”

Solution

Brian Hazen selected Honeywell's Ovation Select cabin management system, providing just the mixture of familiar business tools and connectivity with the entertainment and relaxation facilities required.

Access to email, internet, videoconferencing and telephone services come as standard as do crisp surround-sound audio and high definition video.

The system features the latest in fully integrated components and can accommodate anything from USB drives and laptop computers to HD gaming machines and devices, with the content shared throughout the cabin.

Passengers can control their environment too from the comfort of their seats, with lighting, temperature and window shades all easily adjustable.

QUICK FACTS

Honeywell solution

Ovation Select

Customer results

- An executive jet with a state of the art working environment enables business as usual
- Passengers arrive at their destination rested and relaxed
- The value of the aircraft is enhanced

Why the customer chose Honeywell

- Honeywell is regarded as a world leader in cabin management systems
- A complex installation required commitment, technical skill and ingenuity
- Honeywell's partnership approach ensured that third party technology was fully integrated into the overall solution



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Brian Hazen, director of maintenance



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“Given the size of the aircraft, in effect we specified three systems which we knew would immediately fulfil the majority of our requirements – satcom, a cabin management system and Wi-Fi.

“The challenge was how we would deal with a variety of hurdles to build in some additional features and successfully integrate all of the technologies and systems on board.

“Honeywell has been absolutely outstanding throughout the whole project and we developed a real partnership.

“I think we all recognised that this was a great opportunity to show these systems at their absolute best. Some elements of the integration had never been done before and required Honeywell to work closely with third-party vendors to work out how best to integrate all of the equipment and technologies.

“Thanks to Honeywell’s commitment and technical skill we now have a truly bespoke system that uses every last bit of functionality available, fully integrated with all of our other on board systems.”

Benefits

With its state-of-the-art Ovation Select system at its heart, the BBJ is providing the perfect environment to maximise the value and comfort of the many hours spent travelling the world.

Passengers can work productively and conduct business just as if they were sat in their day-to-day

offices – and they arrive at their destination refreshed and ready to go. “This installation required high quality HD monitors and an iPad system,” said Brian Hazen. “For the monitor, Honeywell worked closely with the supplier and integrated the company’s technology into the monitor that we needed.

“Not only do we have a great system but it is robust too, with many elements that make maintenance and fine-tuning very straightforward. Many components have a low heat signature which promotes safety and longevity and there is a self-healing functionality within the system as a whole, all of which promotes lower maintenance costs and faster turnaround times.

“This was a big and complex installation project, Honeywell delivered brilliantly and the owner is delighted with the result.”