

## CUSTOMER SUCCESS STORY

# RUAG creates \$10m state-of-the-art airborne working environment

## Falcon jet takes Honeywell Ovation Select, SATCOM and flight management upgrade



### Overview

A Falcon 900B belonging to a national air force in the Far East needed a major upgrade to enable senior government ministers and air force officers to stay in constant contact with colleagues and officials on the ground.

They also needed high quality systems and equipment in the cabin, to conduct business as usual while en route and to enable passengers to relax and arrive at their destination rested, refreshed and ready to go.

RUAG Aviation of Switzerland was appointed to lead the project and specified Honeywell's Ovation Select cabin management and SATCOM systems, together with an upgrade to the Falcon's flight management system.

Working in close partnership, the RUAG and Honeywell team applied decades of experience and expertise to successfully integrate these new systems and technologies into the ageing Falcon, delivering an outstanding working travelling environment for both passengers and crew.

### Background

RUAG Aviation is a leading supplier, support provider and integrator of systems and components for the civil and military aviation industry. Headquartered in Lucerne, RUAG operates from bases in Switzerland, Germany and the USA, employing around 2,300 people.

The company provides comprehensive installation, repair and maintenance services for many of the leading manufacturers of executive jets, as well as their owners and operators.

For many years RUAG has supported the Swiss Air Force with a wide range of complex engineering, systems integration, technical maintenance and final assembly solutions.

In recent years this highly specialised expertise and experience has led to the company being selected to provide services to other national air forces, such as those in Chile, Germany, Finland, Malaysia and Slovenia.

When a national air force in the Far East issued a tender for a variety of upgrades to its Dassault Falcon 900B, used to fly government ministers, VIPs and senior air force officers, the efforts and track record of RUAG's regional offices put the company in a strong position to secure the contract.

### Business Need

RUAG's customer operates a Bombardier Global Express for long distance transportation of its senior national leaders, and the Dassault Falcon for shorter range, local area flights.

Although these journeys may only involve a maximum of 90 minutes in the air, it is of paramount importance that passengers have access to the very latest in airborne communications technology, both to enable constant contact with the ground and access to government and armed forces systems and documentation.

## QUICK FACTS

### Honeywell solution

Ovation Select Cabin Management System  
SATCOM  
FMS 6.1

### Customer results

- An executive jet with a state-of-the-art working environment and constant, secure communication with the ground
- The value of the aircraft is significantly enhanced and its lifespan extended
- National security and continuity of government is enhanced

### Why RUAG chose Honeywell

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

### Customer

- Name: RUAG
- Location: Lucerne, Switzerland
- Industry: Aerospace
- Website: [www.aviation.ruag.com](http://www.aviation.ruag.com)



“This was one of the most complex installations that we have ever completed and we had tremendous support from our colleagues at Honeywell. The result is a fabulous upgrade for our customer, providing all of the additional features and benefits that were needed. Despite its age this Falcon 900 is now one of the best equipped executive jets in the world!”

**Ed Goueli, head of engineering, RUAG**

Once the need for a variety of upgrades for the Falcon was established, to include new cabin management and satellite communications systems, together with bespoke areas for working and relaxing, the customer's procurement team set about selecting a partner applying two essential criteria.

Firstly, the successful supplier would need world-class experience and expertise to recommend, specify and install the appropriate upgrades and secondly, the successful bidder would need to pass stringent security and background checks.

### **Solution**

The strength of RUAG's international reputation and its regional profile, combined with its track record working with governments and armed forces, enabled it to secure the only face-to-face meeting to discuss the customer's specific requirements and to develop a bespoke package for the Falcon 900.

With a long standing relationship with Honeywell, RUAG had no hesitation in recommending the Honeywell Ovation Select all digital cabin management system, providing the mix of familiar business tools and connectivity, with the entertainment and relaxation facilities required by the Falcon's passengers.

Ovation Select delivers high speed access to email and internet, videoconferencing and telephone services come as standard as do Blu-ray players, crisp surround-sound audio and high definition monitors.

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 all of the cabin's environmental controls, such as lighting and temperature, easily adjustable.

Ovation Select 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.

Added to Ovation Select was Honeywell's satellite communications providing passengers and crew with reliable, worldwide voice, video, fax and high speed data communications, and a flight management system upgrade to 6.1, delivering a range of value added features that reduce flight times, fuel burn and emissions.

### **Benefits**

“We spent three days discussing the details of our proposal and making fine adjustments after each of our conversations with the pilots, cabin crew, ground crew and air force staff,” said RUAG's head of engineering, Ed Goueli.

“The result was that our specification, for upgrades worth around \$10 million, was precisely tailored to the customer's requirements.

“The Honeywell Ovation Select, SATCOM and flight management system incorporated world-class technology that are perfect for this customer.”

With the Falcon 900 an older model, the installation of multiple new systems and technologies, from a variety of manufacturers and suppliers and carried out at RUAG's service centre in Geneva, presented a significant challenge for the RUAG team and its partners.

Additional preparatory work was required on the aircraft to enable the new systems to be successfully fitted and integrated with existing systems, cabling and hardware, requiring perseverance, ingenuity and teamwork.

This extended the installation programme and required cutting edge expertise and problem-solving skills to resolve. Added Ed Goueli: “This was one of the most complex installations that we have ever completed and we had tremendous support from our colleagues at Honeywell.

“The result is a fabulous upgrade for our customer, providing all of the additional features and benefits that were needed. Despite its age this Falcon 900 is now one of the best equipped executive jets in the world!”

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