



**TEAM  
WORLDWIDE®**  
Global Logistics Solutions

## AIRCRAFT ON GROUND

CASE STUDIES



**A**IRCRAFT ON GROUND (AOG), is an integral part of Team Worldwide's success and a tremendous opportunity to build out a customer segment across the globe. When a customer is challenged with a life-critical situation or potentially losing millions of dollars when materials required are not on hand, the customer needs a trusted solutions provider. It is imperative to find a provider that can quickly manage routing, parts and after hours personnel, whether the immediate needs is driven, flown, expedited to the location of the grounded aircraft.

AJ WALTER AVIATION LIMITED

JETBLUE

ROGERS HELICOPTERS

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Team Worldwide can help provide emergency AOG shipping. Unplanned trips in support of consumers around the world are a routine part of the job. AOG teams frequently fly to airline customers around the world to get their planes back in the air and in service. Team Worldwide is on call 24 hours a day and seven days a week.

Depending on the required transit time, Team Worldwide can provide logistics solutions consisting of Next Flight Out, Next Day Air Services, or if necessary Air Charters. All branches involved in transport handling are kept informed of the status of the items being moved. Regardless of the service level our goal is to provide a creative routing to meet the critical time frame and effectively communicate the status to the ultimate consignee and the designated controlling party. These type of shipments require close monitoring, constant updates, impeccable follow-up and most imperatively pro-active communication.

It is critical to have an aircraft maintenance partner that can get a plane in the air as quickly as possible. Usually the problem is escalated through an internal AOG Desk, then the manufacturer's AOG desk, and believe it not a competitors' AOG desks. An AOG desk is a dedicated aviation logistics service. The principal aim of AOG desk personnel is to obtain the supply of components or logistic services for aircraft in an AOG situation in the shortest time possible.

All major air carriers have an AOG desk, which is manned 24 hours a day and seven days a week by personnel trained in purchasing, hazardous materials shipping and parts manufacturing/ acquisition processes. AOG personnel are trained to loan or borrow parts from carriers per FAA/EASA regulations. The FAA requires routine A and B inspections completed every 400-600 hours and six to eight months. If an airline doesn't pass any of those inspections, it's grounded.

All airlines have an AOG desk, which is required to reduce technical delays. It's estimated that an AOG can cost an airline about \$150,000 per delayed flight. AOG personnel work in conjunction with their carriers' maintenance operations department, supporting aircraft maintenance with all parts or material requests rapidly. Local engineering support or flown out base are two ways of achieving this.



## DFW AOG CASE STUDY AJ Walters



**CUSTOMER:** AJ Walter Aviation Limited, a commercial company and the world-leading independent specialist in the global supply, exchange, repair and lease of airframe and engine spare parts. Through an innovative and collaborative approach, the company delivers highly effective and tailored component supply chain solutions to transform aviation efficiency. They used their vast reach where they also can utilize their size to support power by the hour (PBH). One who spends a lot of time flying would understand the importance of having parts where they need them as quickly as possible. The cost associated with storing parts globally is much higher so moving them around is the only way to fulfill such a need.

**NEED:** With so many parts and repair capabilities, the majority of AJ Walter's shipping needs are expedited requests. They use transportation services to move items globally to/from their customers and vendors. Because they support so many customers globally, there is a constant need for expeditious shipping with a trusted solutions provider. Examples of their shipping requests include airplane parts that need to be shipped out to airlines or internal partners who focus on maintenance, repair and operations. In addition, they use internal partners like AJW Technique in Montreal, Canada for many of their emergency repair needs. As the largest aviation importer and exporter out of England, finding a global solutions provider who can effectively manage each expedited shipment is imperative to their continued success.

**SOLUTION:** The old saying that time is money is certainly relevant when it comes to aviation, but certainly to AJ Walters it is vital to their success. Team Dallas currently has provided service in and out of several locations as they do have many ad-hoc shipments that qualify as AOG. Team Dallas is able to build specific routing solutions by lane. We stand out against our competition thanks to the knowledgeable and connected staff at our Dallas location. Our staff is trained to quickly react, build out lane-specific solutions, choose what direct flights are available, know what the cut-off looks like, and quickly determine if Team is able to handle and meet AJ Walter's needs. Due to our seamless setup, we are able to move AJ Walter's expedited AOG shipments, including tires, engines, engine stands, and units. Big or small, Team Dallas can quickly manage it all.

## DFW AOG CASE STUDY JetBlue

**CUSTOMER:** JetBlue, New York's Hometown Airline™, and a leading carrier in Boston, Fort Lauderdale-Hollywood, Los Angeles (Long Beach), Orlando, and San Juan. JetBlue carries more than 35 million customers a year to 100 cities in the U.S., Caribbean, and Latin America with an average of 925 daily flights.

**NEED:** Focused on costs and efficiency, JetBlue is challenged with a tremendous hit to their budget if an aircraft is on ground for even one hour. An obvious need for the customer is finding economical ways to move the freight and still meet required on-dock deadlines. Any cost savings equals more revenue to the company's bottom line. With over 100 cities to serve, it is also key to have a logistics solution provider that can quickly find resources across their network, with knowledge of what lanes are the best solution.

### *Communication is key, when millions of dollars are on the line.*

**SOLUTION:** For any AOG logistics need, Team Worldwide believes developing an infrastructure and trusted relationships are imperative. With integrity, reliability, efficiency, and a proactive staff who understand how to communicate, we ensure we are setup to execute it. With Team Worldwide's partnerships across the U.S., Latin America and the Caribbean, tied with our extremely strong insight into the best route-based solutions, Team is able to work with specific connections within our network to provide a time specific solution in a quick turnaround. Team successfully negotiated with our connections and we were able to offer JetBlue an extremely competitive price commensurate with the service required. Communication is key, when millions of dollars are on the line. Team continues to maintain a trusted relationship with JetBlue, due to our efficient, cost-effective service. With the continued success on delivering quality in service, we expect to win at least a dozen more lanes JetBlue serves.



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## FAT AOG CASE STUDY Rogers



**CUSTOMER:** Rogers Helicopters, a family owned and operated company based in Fresno, California, is in our 52nd year of continuous operation providing on demand helicopter and airplane charters, maintenance, and support to companies throughout the United States, Canada, Mexico and the world. Rogers is involved in utility, power line construction, external load operations, fire fighting, government assistance, oil production/exploration, logging, and filming.

**NEED:** We all know seconds matter when a fire is consuming the forests across California. Rogers acts as a local helicopter firefighting operation helping out with the forest fires recently happening in California. When Rogers communicates an immediate need to deliver replacement parts to a "down" chopper, they expect a solutions provider that they can trust will provide efficient service for their urgent needs. Due to the urgency of this type of situation, Rogers and Team both know we do not have an option to fail. Lives can literally be lost if we do not meet the customer's need. Outside of the offering solutions to the fire-fighting helicopters, Team also provides solutions to Rogers for their Tours Service, providing customers with once-in-a-lifetime helicopter tours over the outer Hawaiian Islands. In a situation like that, money matters. Providing replacement parts out to Rogers in a quick turnaround can save the company costs and customers.

**SOLUTION:** Our Team Worldwide office in Fresno has built a long-standing relationship with Rogers. Team FAT fully realizes that AOG needs from Rogers should always be treated as an emergency and are typically life or death situations. Our staff has determined a quick and effective solution that meets Rogers needs. Consistency and concise communication are key. Team Worldwide is able to compete against other solutions providers in Fresno, thanks to our ability to offer true overnight service to the Hawaiian Islands where the competition cannot. Less pressure on these moves but basically if a chopper is down, no tourist flights are offered for the day (helicopter seats 8 people, \$299 per seat, 8 flights a day). It can cost the operator \$10,000 per day when he cannot fly the tourists so you can see the emergency situation.