

Service

# Keycopter Customer Portal

Access from any device your online  
services 24/7



Access Keycopter online services 24/7

From any device

> INNOVATIVE ONLINE PLATFORM

Exclusive range of dedicated online services

> AVAILABLE 24/7

Helping you to manage your fleet when you need it

> COMPATIBLE WITH ALL DEVICES

An on-the-go platform, wherever you are

> DIRECT LINK TO AIRBUS HELICOPTERS

We are at your service

Ask your local contact which Keycopter services are available for you

**Keycopter**  
Airbus Helicopters Customer Portal



## eTechpub

is an online library offering a complete range of up-to-date Technical Publications at your fingertips, either in PDF format or through an interactive online reader.



### Main functionalities

- > Interactive reader
- > IPC catalog
- > Downloadable PDF format documentation
- > TIPI

### What this means for you

- > Access all Technical Publications online
- > Take advantage of an always up-to-date documentation
- > Create notes
- > Share remarks at company level
- > Benefit from a powerful full-text search engine
- > Find any piece of information in a single click
- > Prepare a single printable PDF file containing a set of work cards
- > Optimize maintenance preparation tasks

## eWarranty Claims

is a paperless web tool enabling you to manage your Claims from start to finish with ease and reduced processing times.



### Main functionalities

- > Create your Warranty Claims
- > Track your Warranty Claims

### What this means for you

- > Directly contact Airbus Helicopters' Warranty Department
- > Transfer your Claims in real time to relevant teams
- > Get full visibility on all your ongoing Claims at user and company levels
- > Monitor your Claims status at each stage of the process
- > Access all Claims-related information in one place
- > Save time and gain efficiency

## eRequests

is an interactive communication tool allowing you to get quick responses from Airbus Helicopters experts to any support and services question.



### Main functionalities

- > Place your Requests
- > Track your Requests

## eSpares

is a module allowing you not only to place spare parts orders, but also to manage quotations, invoices and to follow your orders backlog.



### Main functionalities

- > Access to your spare parts catalog
- > Online spares ordering and quotations
- > Direct link to the IPC
- > Orders, quotations and invoices tracking

## What this means for you

- > Place your support and services questions through Keycopter
- > Transfer your Requests in real time to relevant teams
- > Get full visibility on all your ongoing Requests at user and company levels
- > Be informed about your updated Request status
- > Directly interact with Airbus Helicopters' experts
- > Benefit from efficient on-quality and on-time feedback

## What this means for you

- > Place and track your spare parts orders and quotations online at any time
- > Get immediate parts' availability and prices
- > Directly access your IPC catalog from eSpares
- > Complete your shopping basket from the IPC
- > Follow your orders backlog
- > Check the progress of delivery in real time
- > Print and review your invoices
- > Download updated orders-related documents at any time

## Contact

For more information, please contact your  
Airbus Helicopter's representative



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