Product Support Survey

Last year’s leaders hold their positions in the avionics and cabin electronics categories

Garmin held the lead in the 2019 AIN Avionics Product Support Survey’s Flight Deck Avionics segment, clocking an Overall Average rating by AIN readers of 8.5, followed in second place by Honeywell’s BendixKing division in a tie with Collins Aerospace and Universal Avionics at 7.9, with Honeywell in third place at 7.8.

In the Cabin Electronics segment, Satcom Direct maintained its first-place position from last year with an 8.4, followed closely by Gogo Business Aviation at 8.3. Gulfstream’s Cabin Management product line took third place at 7.9, with Collins Aerospace and Honeywell tied for fourth at 7.8, followed by Lufthansa Technik at 7.4.

Survey Rules and Methodology

As with AIN Publications’ previous annual Product Support Surveys, the objective this year was to obtain from the users of business jets, pressurized turboprop airplanes, and turbine-powered helicopters statistically valid information about the product support provided by flight deck avionics and cabin electronics manufacturers over the last year and to report this information to our readers. The goal is to encourage continuous improvement in avionics product support throughout the industry.

This survey was conducted via a dedicated website, created by AIN from the ground up to provide improved ease of use and to encourage greater reader participation. AIN emailed qualified readers a link to the survey website and also sent a postcard invitation with login credentials to the survey website.

The survey website was open from May 1 to June 7. Respondents were asked to rate the avionics products they use. Respondents were also asked to rate, on a scale from 1 to 10, the quality of service they received during the previous 12 months in the following categories:

- **Parts Availability**—in stock versus back order, shipping time.
- **Cost of Parts**—value for price paid.
- **AOG Response**—speed, accuracy, cost.
- **Warranty Fulfillment**—ease of paperwork, extent of coverage.
- **Technical Manuals**—ease of use, formats available, timeliness of updating.
- **Technical Reps**—response time, knowledge, effectiveness.
- **Overall Product Reliability**—how the product’s reliability and quality stack up against the competition.

Respondents were also asked to recognize individuals who have provided them with exceptional product support and service.

The 2019 AIN Product Support Survey results for avionics are published in this issue. The results for aircraft appeared in the August issue. Engines will be featured next month.

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2019 Average Ratings of Cockpit Avionics and Cabin Electronics

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*Companies listed in order of their 2019 overall average. Ties are listed alphabetically. Bold indicated highest number in each category.

## BENDIXKING AND HONEYWELL

(Includes Flight Deck Avionics and Cabin Electronics)

### The Results

In the Flight Deck Avionics segment, Honeywell’s BendixKing division received a large bump in its Overall Average rating for 2019, up 0.4 to 7.9 and tied for second place with Collins Aerospace and Universal Avionics and also up from last year’s fourth place. BendixKing’s top category rating was Warranty Fulfillment (8.6).

For Cabin Electronics, Honeywell tied with Collins Aerospace with a 7.8 rating and fourth place.

### The Improvements

Honeywell has expanded the ranks of its field service engineers (FSEs) and customer support managers (CSMs) to improve local support and resolution of issues at first contact. FSEs and CSMs held more than 50 events globally for Honeywell customers, along with visiting them in their facilities, for a total outreach to more than 4,000 operators. Customers can find the right contact using Honeywell’s Direct Access app or its MyAerospace website.

“Our mission is to create a personalized and effective customer support experience by actively listening to our customers,” said Paco Perez, director of customer support. “We utilize feedback from our operator conferences, customer visits, surveys, technical support and order management teams to create robust and innovative customer-centric solutions.”

Other Honeywell support efforts include a 24/7 AOG team, with representatives based globally, and the Spares and Exchange Pool locations in Europe, Asia, and North and South America.

To drive enhancements in its flight management system (FMS) products, Honeywell created an FMS users forum to solicit feedback and ideas for future product roadmaps.

The company continues to add content to its Pilot Gateway website and app, which provides free access to relevant technical publications, hot topics, and training videos.

“Our customers come first,” said Perez, “whether someone has questions about their account, needs a part, or requires technical assistance, our global teams are ready to assist.”

## COLLINS AEROSPACE

(Includes Flight Deck Avionics and Cabin Electronics)

### The Results

Collins Aerospace, the new name for the company following its purchase by United Technologies late last year, tied for second place this year in the Flight Deck Avionics segment, with a 7.9 ranking, along with BendixKing and Universal Avionics. Collins Aerospace received a top category ranking for Warranty Fulfillment (8.6).

In the Cabin Electronics segment AIN readers ranked Collins Aerospace in fourth place (7.8), tied with Honeywell.

### The Improvements

Collins Aerospace’s product support efforts combine customer satisfaction and next-issue avoidance with consistent customer feedback from surveys, advisory boards, and customer interactions, the company explained, “to drive support strategies for both quick issue identification and creating a low effort experience.”

Collins Aerospace takes the customer feedback and adds data analytics to speed up response to customer issues. This process, according to the company, enables “Collins... to gain visibility into customer issues that may not be reflected in more traditional measures.”

Customers can access a self-help library if they wish to resolve problems on their own, but they also can contact local customer support engineers based globally or Collins Aerospace’s 24/7 Avionics Customer Support Center. These resources are also available for Collins dealers.
The Results
Gogo Business Aviation ranked second place in this year’s Avionics Product Support Survey, with an 8.3 Overall Average, up 0.1 from last year’s first-place tie with Satcom Direct. The company received top category ratings for Parts Availability (8.7) and Cost of Parts (8.1).

The Improvements
In October 2018, Gogo introduced its new Dash flight connectivity monitoring toolkit, and now more than 2,000 customers are using Dash, resulting in a 25 percent reduction in trouble tickets. Dash allows customers to see more information about their Gogo system, with real-time data available for onboard health and performance.

Gogo technicians are able to proactively detect problems before the customer notices that there is an issue, according to Gogo. The percentage of these proactive cases has grown to 20 percent of the total. Technicians are now resolving 98 percent of all technical issues remotely, due to a combination of the Avance system and also improvements that Gogo has made to the technical support team and product support systems.

As a result of continuous investments in placing field support personnel near aircraft manufacturers and Gogo dealers, Gogo’s overall trouble ticket rate has declined further, to 3.6 percent. For installations, Gogo’s activation rate has reached 94 percent within 24 hours, “a best-in-class activation rate,” according to the company.
GULFSTREAM CABIN MANAGEMENT

The Results
Gulfstream’s in-house developed Gulfstream Cabin Management System (GCMS) ranked in third place this year with a 7.9 Overall Average and a top category ranking of 8.7 for AOG Response.

The Improvements
Gulfstream has simplified the preset-creation process for its GCMS, and these are stored and ready for the next flight. Presets include lighting, media, temperature, and window shades. GCMS touchscreens can also be used to monitor passenger electronic device use, when the aircraft is equipped with a Satcom Direct Router. This can include which airborne connectivity system is being used, a coverage map for each type of system, and blocking of devices.

Gulfstream’s second-generation GCMS hardware is gaining more widespread adoption, the company said, “which provides significant improvements in system responsiveness and reliability.” The cabin controls now allow passengers to access a greater range of levels for lighting sources in their seating areas.

Newer Gulfstream models offer optional forward or aft galleys, and the galley and vestibule touchscreen controls can accommodate both configurations.

LUFTHANSA TECHNIK

The Results
Lufthansa Technik received the same 7.4 Overall Average as last year, putting it in fifth place.

The Improvements
Earlier this year, Lufthansa Technik celebrated the 1,000th installation of its nice HD cabin management and in-flight entertainment system on Airbus, Boeing, Bombardier, and Embraer business jets. Lufthansa Technik is developing the fourth-generation nice HD system, and this will offer new personalization and customization features.

Above & Beyond

Survey respondents identified individuals who have provided them with exceptional product support and service.

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<thead>
<tr>
<th>Individual</th>
<th>Manufacturer</th>
<th>Location</th>
<th>Description</th>
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<tbody>
<tr>
<td>Paul Jones</td>
<td>BendixKing by Honeywell</td>
<td>Phoenix</td>
<td>He goes the extra mile in sorting out and solving problems on the company’s legacy equipment.</td>
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<tr>
<td>Joe Dominguez</td>
<td>Collins Aerospace</td>
<td>Cedar Rapids, Iowa</td>
<td>A guru when it comes to Collins Pro Line 21 advanced.</td>
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<tr>
<td>Creighton Scarpone</td>
<td>Garmin</td>
<td>Olathe, Kansas</td>
<td>He goes above and beyond to support the NXi and Active Traffic install in my Mustang.</td>
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<tr>
<td>Jazmin Meza</td>
<td>Honeywell</td>
<td>Mexicali</td>
<td>Whenever we have a problem, she is really responsive and takes care of us really quickly. She also monitors until the problem is fixed. She is a really good hard worker.</td>
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