LANDING SYSTEMS



LandingLife™

THE NEW SAFRAN LANDING SYSTEMS' CUSTOMER SUPPORT SERVICE BRAND

SAFRAN



Companies in the aviation business may be a diversified lot, but they all share the same goal:

Make sure that aircraft stay in the air and operate safely. For airlines, a grounded airplane means lost revenue, so they have to be able to count on fast, reliable and cost-effective support services.

SAFRAN

Landing Life™

Reflecting this service-centric approach, Safran Landing Systems is launching Landing Life™, a new customer support service brand for landing gears, wheels, brakes and associated systems.

Safran Landing Systems has unified its many services into a single, easy-to-understand portfolio, with a user-friendly customer portal and digital tools facilitating access to the company's experts and technical publications. This new approach enhances the customer experience by providing solutions tailored to each customer's specific needs. Building on its expertise as the global leader in this market, Safran Landing Systems offers tailored, cost-effective support solutions under the Landing Life™ brand.

Focused on you

Landing Life™ is designed for operators, MRO centers and aircraft leasing firms, with reliable and cost-effective solutions adapted to their specific requirements.

1 Brand 3 Objectives

The Landing Life™ service offering is based on **three main objectives:**

- Keep aircraft flying
- Optimize lifecycle costs
- Share expertise



Landing Life™ reflects a joint effort by Safran Landing Systems and its customers.

Sylvain Perron,
Services Vice-Président

Innovative solutions

A redesigned customer portal

The customer-centric Landing Life™ portal allows customers to quickly identify the solution that best meets their needs. They can also submit an AOG (aircraft on ground) request, search for information by type of product and aircraft, access technical publications, make a reservation for an online training course, or contact Safran's experts.

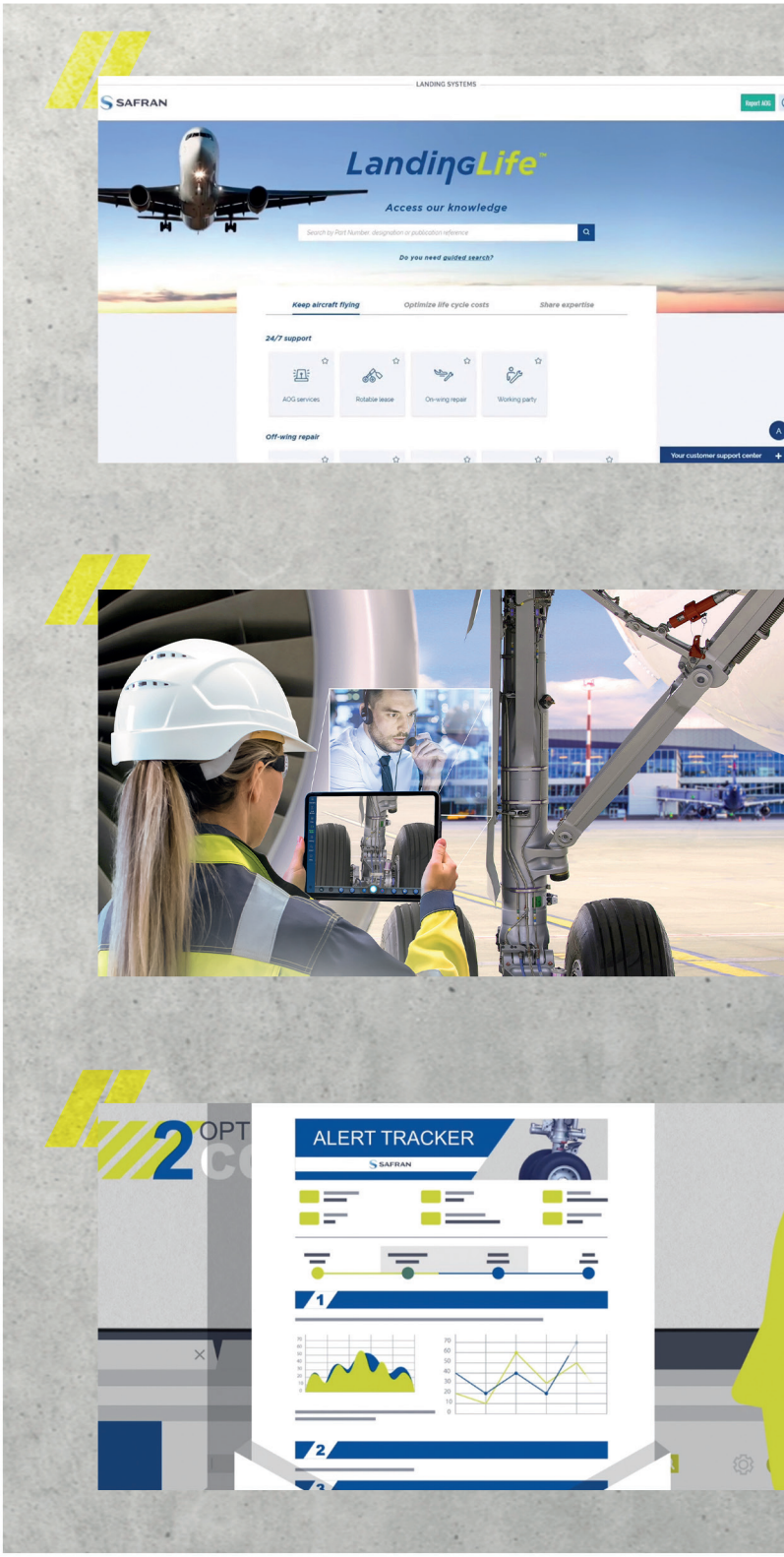
Expert link

Landing Life™ features digital services such as **Expert Link**, a video assistance service that allows technicians in the shop to communicate with Safran Landing Systems experts, using a tablet or even just a smartphone, and discuss their issues. Whether out on the tarmac or in the shop, all communications are via a secured link.

New data analysis services

Firmly convinced that digital will be a key growth factor in the coming years, Safran Landing Systems invested in new flight data analysis services.

The company's experts use this information to develop operational recommendations for airlines, enabling them to optimize equipment management, reduce maintenance costs – incorporating predictive maintenance in particular – and avoid flight cancellations.



Advantages

Landing Life™ offers a host of advantages in terms of reliability, responsiveness and proven expertise.

OEM and supplier: complementary skills to benefit customers

From design and development to production and maintenance, Safran Landing Systems has built up an extensive technical knowledge of the landing and braking system lifecycle.

This expertise in ATA32 equipment directly benefits customers through Landing Life™, based on an increasingly refined understanding of their specific needs and the provision of cost-effective solutions.

A global footprint

Landing Life™ counts on a global network of expert maintenance shops and Customer Support Centers, to deliver responsive and tailored customer service 24/7, in all major world regions available in less than four hours for AOG situations.

Sharing expertise

Landing Life™ delivers value to customers by providing a platform to share technical expertise (direct access to experts, technical publications, training), while also offering a forum to discuss their experience.

Long-standing customer partnership

Safran Landing Systems has established solid partnerships around the world, some reaching back several decades. This unrivaled heritage is a guarantee of quality and mutual trust.

Safran Landing Systems
Key figures

27,000+
aircraft use our products

€1.5 billion
in sales (2020)

+6,500
employees

4 hours
response deadline in AOG situations

Global presence
facilities in 8 countries

30
major commercial and military aircraft

LandingLife™

POWERED BY TRUST

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