



Capabilities Catalog

TECHNICAL RECORDS and ASSET MANAGED SERVICES

for Commercial and Business Aviation

INTRODUCTION

In a rapidly changing aviation market, the Technical Records and Asset Managed Services provided by Boeing Global Services delivers the expertise operators need to stay competitive. We solve aviation industry's most complex tasks by removing operational burdens.

In Aviation, **data is accumulated** faster than the speed of flight. The resulting records are essential in the operation, maintenance, inspection, leasing, transition, and sale of aircraft, while also being a cornerstone of regulatory compliance. For many operators and lessors, records and **lease** data management are time-consuming, costly, cumbersome processes.

With more than a century of aircraft sales and leasing experience, Boeing has mastered the art of technical records and asset management. Our team specializes in technical records management and streamlining of lease data administration, **regardless of aircraft manufacturer and type**, ensuring that the transfer of aircraft goes smoothly from start to finish.

The result: greater efficiency, increased accuracy, and lowered costs.

To learn more email us at
BoeingCommercialServices@boeing.com

Our Team Consists of 90+ Members in:

Amsterdam, Netherlands
Crawley, UK
Gdansk, Poland
Bogota, Colombia

Records Management Services Annual Track Record

6.1 million: scans in our facility

2.4 million: scans onsite worldwide

5.7 million: e-copy docs processed remotely

561,000: live record views

554: aircraft for which Boeing performs daily management of technical records compliant with aviation regulations

Lease Management Services

1,250: assets with lease administration subscriptions

472: assets with one-off lease agreements processed

429: engine optimization entries

80: aircraft reviews

18: records redelivery support

TECHNICAL RECORDS MANAGED SERVICES



At a Glance

Daily Records Management
Onsite Hardcopy Digitization
Microfilm Digitization
Live Completeness Reviews
Physical Storage
E-Copy Record Population

Imagine a suite of technical aircraft records available with the click of a button. Complete and accurate records are indispensable to aviation operations, and few undertakings are more impactful than digitizing, indexing, and archiving maintenance and regulatory compliance records.

Boeing is the global leader in this process. Facilitated by our STREAM technology, our technical records team integrates seamlessly with our clients' organizations and assures high-level technical records keeping.

Using secure and efficient workflows, our team:

- ▶ Scans and evaluates technical records to ensure accurate, compliant logs
- ▶ Reviews incoming records in near real-time for completeness and compliance
- ▶ Coordinates with maintenance providers on discrepancies found on technical records
- ▶ Provides clients with an easily searchable database using optical character recognition
- ▶ Supplies engineering and maintenance teams, lessors, lessees, and regulators with instant access to information during activities such as maintenance and engineering look-ups, governing authority audits, incident investigations, and lease or ownership transitions
- ▶ Prepares the required technical records packages for lessor or regulator reviews, subsequently releasing them digitally and for remote review



TECHNICAL RECORDS MANAGED SERVICES, cont.

Carefree Records Scanning and Management

Integrating with our clients' businesses allows us to scan, index, and centralize aviation records without interrupting business operations. In fact, our global network supports nearly 24-hour operations.

Using this workflow, our team:

- ▶ Accepts hard-copy records in any condition
- ▶ Provides pre-scanning preparation (i.e., unfolding, sorting, removing staples)
- ▶ Scans records on an ad-hoc or ongoing basis, whether onsite or at our high-capacity production locations
- ▶ Performs quality reviews
- ▶ Supplies real-time reports via our web-based Services Tracking and Collaboration tool
- ▶ Stores hard-copy files in our secure location or onsite

Near Real-Time Processing of Ongoing Airworthiness Records

Working with maintenance providers ensures records are collected directly from the flight line, providing instant digital access to them. Line stations scan the technical records at the conclusion of a flight or maintenance activity and submit that scan to a dedicated email address. That email message is delivered to our auto-processor for rapid indexing and archiving incoming scans. Subsequently, our team performs quality **checks** for items such as signatures, stamps, dates, and other requirements **as needed**.

In the event of a discrepancy, the **team** rejects that record and returns it to the line station with a request to correct and resubmit paperwork before it even leaves the station for storage.

Depending on the maintenance and engineering system **compatibility**, our team also monitors paperwork issued for planned maintenance and reminds the line station of any outstanding documentation.



TECHNICAL RECORDS MANAGED SERVICES, cont.

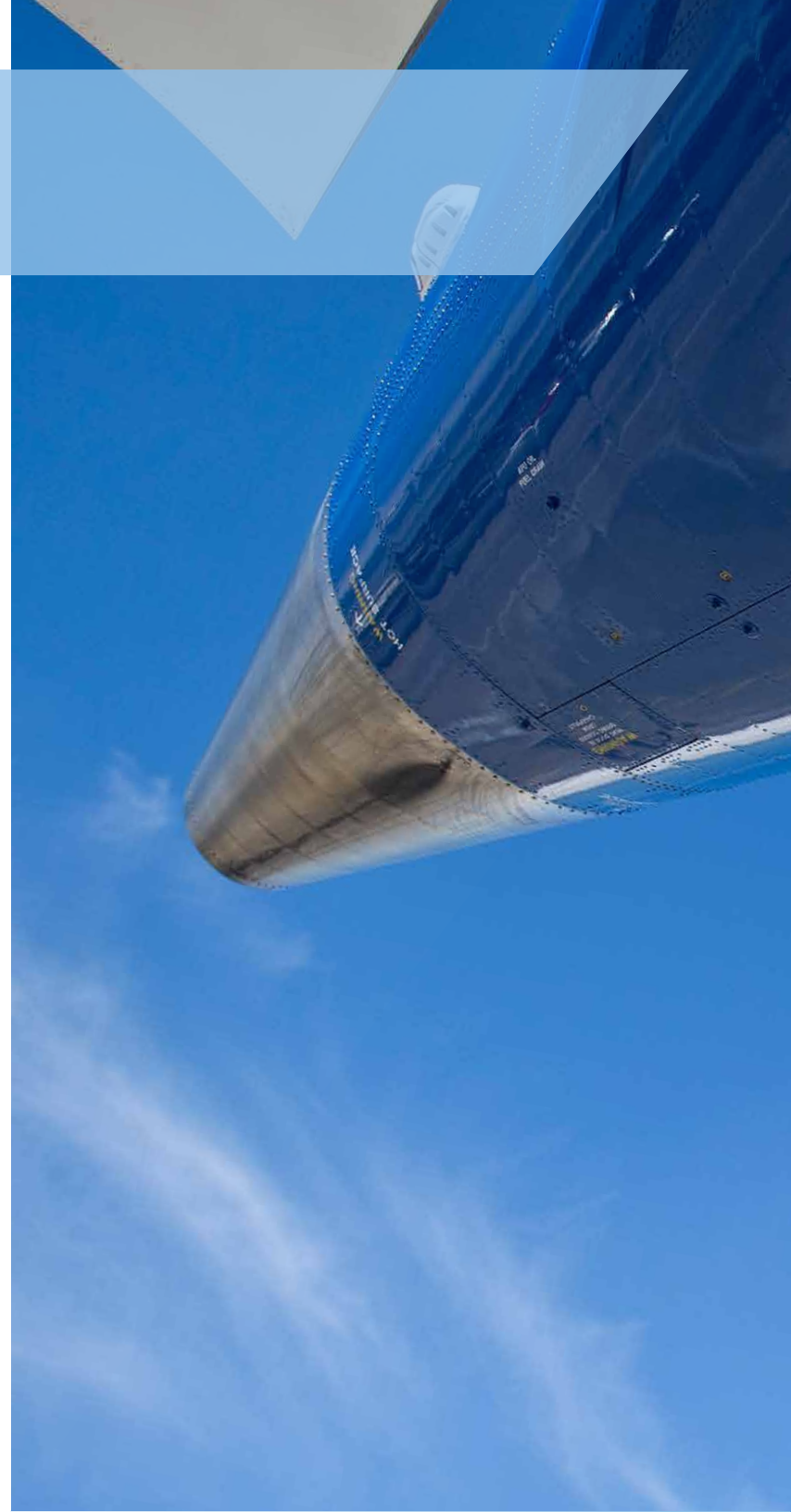
Instantaneous, Worldwide Access

Our streamlined graphical interface facilitates records access. Scanned and logically indexed documents are available anytime, anywhere, allowing teams to view and share records. This enables ease in resolving critical records related issues.

Compliance with Aviation and Secure Handling Requirements

Our hard-copy and digital storage practices comply with all aviation regulations and records control requirements. Whether on-site or at our secure storage facility, we maintain stringent security protocols, limit access, and follow best practices surrounding data backup.

Our proven technical records management process minimizes disruption to operations and accelerates the creation of a modern, reliable archive.



TECHNICAL RECORDS TRANSITION SERVICES



At a Glance

Onsite Hardcopy Digitization

Redelivery E-Book Creation

Redelivery E-Book Gap Analysis

Optional Assistance Closing Gaps

Transferring aircraft between two parties is an incredibly complex technical project. A successful transition is contingent on proving compliance with the redelivery terms stipulated in the aircraft lease agreement. Typically this includes :

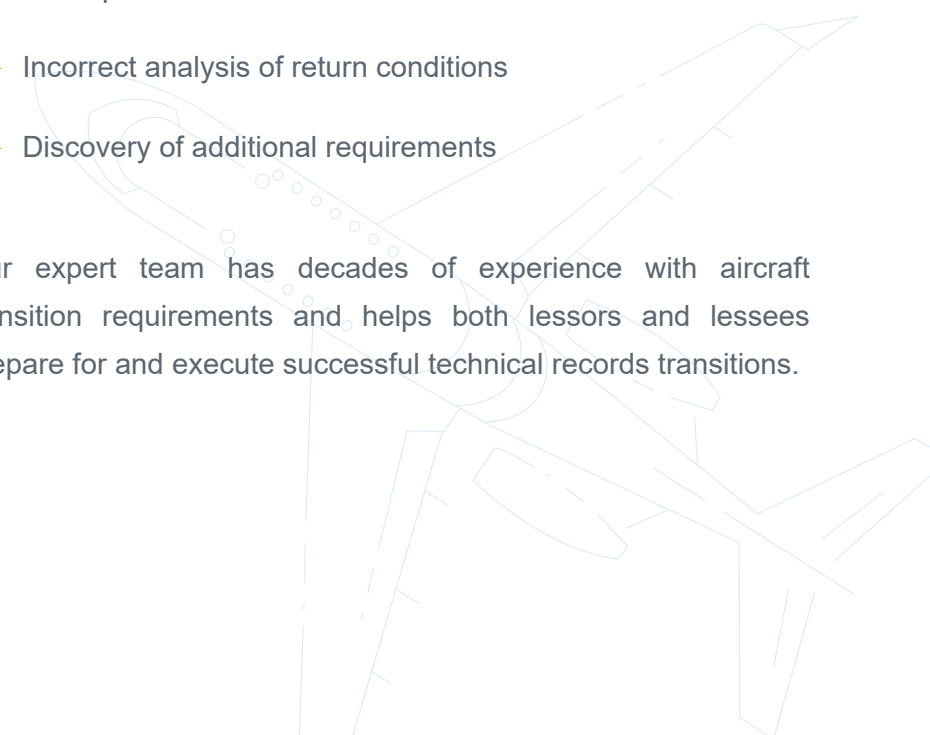
- ▶ Satisfactory demonstration, through meticulously kept maintenance and repair records, of maintenance, modification and airworthiness compliance, and installed parts certifications
- ▶ Documentation showing the physical state of the aircraft

Regardless if the transfer is between an operator and lessor or between two operators, it is a demanding project that needs expertise in records management and thorough understanding of airplane transition process.

Deficiencies can result in considerable lease penalties, payment of double rent, devalued assets, and operational disruption. Most often, this is attributed to:

- ▶ Inexperience with the redelivery process
- ▶ Lack of planning
- ▶ Insufficient lead time
- ▶ Underestimated workloads
- ▶ Incomplete technical records
- ▶ Incorrect analysis of return conditions
- ▶ Discovery of additional requirements

Our expert team has decades of experience with aircraft transition requirements and helps both lessors and lessees prepare for and execute successful technical records transitions.



TECHNICAL RECORDS TRANSITION SERVICES, cont.

Records Requirements

Detailed, lease-compliant recordkeeping is often the most challenging task facing operators.

By digitizing aircraft records, whether on-site or at our secure facility, we create a digital archive that reflects the full life of the asset. Subsequently, our global team builds the e-copy redelivery book.

An aircraft might generate a million records or more over the duration of its lease, with each record subject to scrutiny at transition. Our team expertly transforms mountains of data into a cohesive collection of records in compliance with international regulations.

Using Boeing's technical records system workflows, our global team performs a type-specific review against redelivery conditions, flags items that are out of compliance, and recommends the most efficient method to achieve compliance and recertification prior to lease end.

We then assist with coordination and highlight any gaps found in the technical records review.

Physical Requirements

The final six to nine months of an aircraft lease are a crucial period, during which all parties must prepare for redelivery. That's because the financial implications of lease term violations are considerable.

Imagine an aircraft that leases for \$300,000 per month. If the aircraft requires unanticipated refurbishing at the time of redelivery that takes a month to complete, the lessee is responsible for an additional \$300,000 on top of the cost of the lease. With the right support, such a scenario is entirely avoidable.

To prepare for a transition, we complete a pre-redelivery review and survey the aircraft, its systems, and its interior. We physically audit the most frequent trouble spots and summarize any issues, as well as recommended solutions, well before the aircraft is taken out of operation.

Boeing's proven workstreams take the guesswork out of transitioning aircraft, reducing the risk and expense to all parties.

LEASE DATA MANAGED SERVICES

At a Glance

Continuous Lease Administration
Lease Contract Population
Pre-Redelivery Reviews Midterm
Reviews
Pre-Purchase Reviews
Physical Reviews

Effective and proactive lease data administration is critical in maintaining the value and managing the risk of owning an aircraft. Our team specializes in supporting lessors and investors by managing aircraft lease data, from administrative tasks to technical surveys of the aircraft while the lease is in operation. This support is fleet agnostic.

Using our asset management solution, our industry-leading team tracks and manages activities on behalf of lessors. This includes:

- ▶ Collecting monthly utilization figures and creating invoices
- ▶ Performing cash balance transfers following maintenance events
- ▶ Conducting annual reconciliation for FH/HC, trust rates, areas of operation, etc.
- ▶ Completing physical reviews of aircraft, including specification updates
- ▶ Managing administrative updates, such as insurance renewals, letters of credit, loans, etc.
- ▶ Determining lease termination balances





LEASE DATA MANAGED SERVICES, cont.

Lease Administration Continuity

Managing data from Aircraft leases contain complex processes and requires a deep understanding of the legal vocabulary and mechanisms inherent to leasing. Lease administration can be a challenging, time-consuming undertaking.

Our team has executed thousands of unique aircraft lease scenarios. We remove the complexities surrounding lease data management while protecting the value of our clients' assets.

Using asset management software, we monitor and administer novation, utilization data, invoicing, reconciliation, and maintenance reserves.

The process starts with initial contract population of general business information such as operators, subsequent lease agreements, and financial data.

While the aircraft is in operation, we update the agreed upon information to provide management reporting. Lease data is available for review in our asset management system.

Physical Requirements

We specialize in representing lessors while the aircraft is on-lease, perform a comprehensive review of the airframe, systems and sub-systems, and interior of the aircraft. We have decades of experience and know where to look for excessive wear, and we provide an in-depth assessment of the aircraft's condition vis-à-vis lease terms.

Why is the Technical Records and Asset Managed Services team so uniquely suited to serve aircraft lessors and lessees? Because most team members began our careers as aerospace engineers **or worked for lessors**. We know every nook and cranny of the planes we represent, as well as industry best practices.



LEARN MORE

In today's rapidly changing environment, our trusted experts make complicated things simple. To learn more about Boeing's Technical Records and Asset Managed Services capabilities or to request a quote, please contact:

BoeingCommercialServices@boeing.com

