



## ASCENTIA® ANALYTICS SERVICES

# ISSUE INVESTIGATION TIME REDUCED BY 88% FOR NEWLY MONITORED FLEET

## Customer Profile

AeroMexico, a customer of Ascentia® analytics services, partnered with Collins to help increase dispatch reliability and reduce the burden of unplanned maintenance occurrences on their 787 fleet. Within just a few weeks of monitoring AeroMexico's fleet, Ascentia delivered time- and resource-saving maintenance recommendations to the airline.

## Challenge

With thousands of components to monitor, it is often difficult for airlines to pinpoint performance issues within a specific system. In the case of the Integrated Cooling System (ICS), that means scouring components for hours to locate the source of a fluid leak. And until that investigation

time can be dedicated, additional man hours and costs are incurred for maintaining the operation of the ICS with frequent fluid top-offs. If the fluid level runs out in flight, food and beverages cannot be cooled and passengers have an undesirable experience with the airline.

Between time, resources, costs and passenger experience, the ICS is a key system for AeroMexico's proactive health monitoring initiative with Ascentia.

### CHALLENGE:

Costs increased by operational disruptions and downtime investigating ICS leaks

### SOLUTION:

Ascentia analytics services identifies abnormal ICS behavior and recommends actions before fault occurs

### RESULTS:

Reduction in investigation time and maintenance costs. Positive customer experience maintained

## Ascentia in action

The advanced analytics of Ascentia identified abnormal behavior of the ICS on one of AeroMexico's aircraft, which promptly triggered an investigation by the Ascentia team. Detecting a fluid level anomaly in a timely manner allows Ascentia to trigger a maintenance action recommendation as early as 2-months prior to an aircraft level fault message being triggered, and permits the airline to plan the right actions well in advance of a service interruption.

Following the investigation, the Ascentia team delivered a detailed maintenance recommendation to AeroMexico prioritizing possible leak locations within the system, thus enabling AeroMexico to start looking for a leak at specific Line Replaceable Units (LRUs).

AeroMexico secured the necessary resources to perform the recommended maintenance during scheduled downtime for the aircraft. During the scheduled maintenance, the airline was able to confirm a location of the leak as Ascentia predicted.

## Results

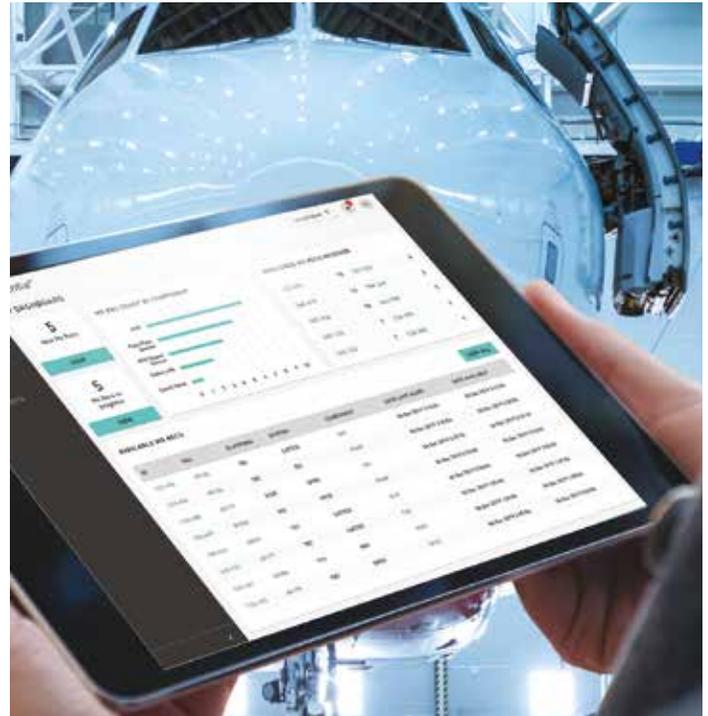
Prior to implementing Collins' Ascentia analytics services, AeroMexico had experienced up to 16 hours in investigation time after an ICS leak was alerted on an aircraft. With Ascentia, AeroMexico cut that investigation time to two hours saving 88 percent of maintenance hours.

- Decreased investigation time by 14 hours
- Avoided maintenance costs of daily fluid top-offs
- Prevented potential negative customer experience

Additionally, AeroMexico was alerted by Ascentia with ample time to schedule proactive maintenance on the component without having to incur costs of daily fluid top-offs, and possible negative passenger experience.

Visit [collinsaerospace.com/ascentia](https://collinsaerospace.com/ascentia) to learn more.

Ascentia does not guarantee identifying all maintenance requirements and results vary by customer. Contact your sales representative for more information about Ascentia monitoring and success rates.



### TESTIMONIALS

"We were pleasantly surprised to see Ascentia deliver value, within a few weeks of starting active data analysis with the program. We look forward to our continued partnership and additional value opportunities as we leverage Collins Ascentia analytics services to improve our dispatch reliability and customer experience."

— Alexandro Paleologos  
787 Fleet Engineering Manager

"Ascentia helped us plan ahead to optimize our manpower and tooling resources for addressing a leak, saving us upwards of 14 hours in aircraft downtime."

— Gerardo Aragón  
787 Fleet Senior Engineer



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