

# NIRVANA PROGRAM



# NIRVANA nir•va•na [nir-vah-nuh, -van-uh, ner-]

A place or state characterized by freedom from or oblivion to pain, worry, and the external world.

Managing assets is an important element in daily aircraft operations. On-time delivery, availability and quality are most important to ensure smooth operations and eliminate down time. The constant rising of operational costs increases the need to predict expenditures through better planning and precise forecasting. Werner Aero Services recognized the needs of airlines to better anticipate operational costs and improve cash flow while desiring worry-free operations. As a result, we developed **NIRVANA**, a custom-designed program that provides total care support to operators of aircraft such as ATR, Airbus, Boeing, Bombardier, Embraer and Fokker. **NIRVANA** is also available for defense and fixed and rotary wing customers. Our program is available worldwide providing peace of mind by focusing on excellence in customer support, which is our simple philosophy to help our customers succeed.

## WHAT IS NIRVANA?

**NIRVANA** is a custom-designed program that offers customers total care support in the areas of major components and engines. It provides customers with access to a large pool of rotables and engines strategically located throughout our distribution centers around the world. Customers can access the program as a **forward exchange**, **long-term lease** or **repair management** option.



# HOW DOES NIRVANA WORK?

**NIRVANA** offers three different options for customers to utilize. They may be used individually or in combination, which can be tailored to meet the operators' unique needs.

## ✈️ Forward Exchange

Operators using this program have access to our pool enabling them, when needed, to request a component in advance of removing the unit from their aircraft. The component is shipped to them and upon arrival replaces the unserviceable unit. The unserviceable unit is sent back to our center to be repaired or overhauled so it can be put back into service. Upon completion of the repair, the component is returned to Werner's pool for future use. Operators are charged a monthly access fee or a fee based on the flight hours used per month.

## ✈️ Long-Term Lease

Some major components or engines require immediate access to prevent aircraft grounding. These assets are typically categorized as MEL or "No Go". Werner Aero Services offers operators the option to lease and keep these assets on-site for immediate access. When these assets are taken from the leased package, another unit from Werner Aero Services' pool immediately replaces them. Werner Aero Services' Asset Management Department will oversee repair of the units so they can be quickly returned back to service. Customers using this option pay a monthly lease access fee based on the value of the assets on-site.

## ✈️ Repair Management

Repair management is offered to accommodate customers who do not participate in the forward exchange or long-term lease program. It provides operators significant cost reduction using our negotiated volume discounts, while receiving the highest quality work and technical support. This is offered at no obligation or contractual agreement.

## ◆ Components Repair Management

Operators consolidate and ship their components to our center and we forward them to the appropriate repair shops. Throughout the entire process, we communicate with our customers and provide work status, cost of repair, and any necessary technical information. Repaired components are returned to our center, consolidated with customers' assets and shipped back in one transaction. This service provides customers with reduced freight and customs fees, overhead cost reductions, and consolidated monthly invoicing instead of separate invoices from various vendors. Our excellent flow of communication during the process enables customers to better plan for their maintenance needs.

## ◆ Engine Repair Management

Engine repair is offered using our technical expertise in engine management. Our technical expert accompanies the engine to the repair shop, is on-site to oversee the repair work, analyzes teardown reports, and makes technical recommendations based on customers' specific operating requirements. When available, we supply our own spare parts to the repair process, which reduces the overall repair cost.



# BENEFITS OF NIRVANA

Our tailored programs are designed to provide customers with maximum utilization of assets and cash flow. **NIRVANA** offers many benefits:

- ✈️ **Inventory Availability** – always there when you need it so downtime is minimized. Inventory is available at our center and the **NIRVANA** team is there 24 hours a day and ready to dispatch the required item immediately.
- ✈️ **Reliability** – components in the program are kept up-to-date with all latest modifications and upgrades in compliance with mandatory regulatory requirements.
- ✈️ **Cash Availability** – **NIRVANA** allows operators to save major upfront costs in procuring inventories and eliminates overstocking. Using **NIRVANA** reduces the risk of losing asset book value as a result of lower market value over time. No major upfront capital investment is required which helps customers better forecast their cash flow and optimize use of working capital.
- ✈️ **Overhead Reduction** – **NIRVANA** is a complete logistical solution enabling customers to optimize their warehouse operations by consolidating storage space needed and reducing time required to manage in-house inventories, purchase of spares, monitor warranty claims and reconcile invoices. In addition, our consolidated shipment process reduces overall freight costs.
- ✈️ **One Source** – Addressing customers' needs through one point of contact and handling all aspects of inventory management makes the process more efficient and further reduces overhead costs.
- ✈️ **Tailored Programs** – Werner Aero Services is a dynamic organization that offers customized programs to meet the specific operational needs of our customers. We meet with customers to identify their unique requirements and design programs that enable them to succeed in the market place by using **NIRVANA**.

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