



# VCare

Comprehensive support for airlines

**Viasat** 

# Support customized to your airline

VCare is a personalized support plan that offers 24x7x365 service monitoring, comprehensive service launch support, deep visibility into service performance, and around-the-clock operational support.



## Service launch support

- › Onsite engineering and program support
- › Fly along program
- › Daily troubleshooting calls
- › Service monitoring set up
- › Install Engineering
- › Training
  - Installation training
  - Engineering/maintenance training
  - Flight crew training



## Viasat Insights

- › Real-time awareness
- › Historical reports
- › Case management/support workflows
- › Training and documentation
- › Notifications
- › RMA processing



## Operational support

### **Technical account manager, field support, and after-market support**

- › Spares maintained and refilled at the airline's support locations
- › Remote support
- › Service optimization
- › Growth planning
- › Issue management
- › Monthly calls



## Reporting

- › Activity reports
- › System performance reports
- › Airline and PAX care reports
- › User analytics
- › Operations reporting
- › Revenue and invoicing reports



## Airline maintenance

- › Maintenance Control Center
- › 24x7 tracking and monitoring of airline and passenger services
- › Field service and support engineering
- › Touch labor/ FAA 145
- › Line maintenance support
- › Incident management
- › Training updates



## Passenger care support

- › 24x7 passenger care via live chat, phone, web, social media and email support
- › FAQs/ How-tos
- › Session billing, receipts
- › Refunds and vouchers
- › Multilingual capability

Just select the service level that fits your airline and gain access to our global network of dedicated support teams, skilled engineers and software developers.

## Support services in depth

### Airline operations

#### TIER 1

- Maintenance control center**
- › Tech ops 24x7
  - › A&P licensed
  - › Single point of contact for all airlines, inbound triage, dispatch, planning, scheduling, troubleshooting, and spares movement

#### TIER 2

- Field Service**
- › Regionalized tech services
  - › On-wing troubleshooting
  - › On-site post-EIS
  - › OJT training
  - › Customer interface
  - › Fly along

#### TIER 3

- Fleet support engineering**
- › Escalation point for all repeat and chronic tails
  - › High-priority troubleshooting
  - › Monthly airline reliability meetings
  - › Tail and trend analysis
- Install**
- › Install OJT training
  - › STC
  - › EIS
  - › Launch
  - › Install oversight
  - › Schedule and milestone monitoring
  - › Fly along
  - › Kit risk mitigation

**Line maintenance**

**Training development**

### Service operations

#### TIER 1

- Service operations center**
- › Technicians 24x7
  - › Service node and fleet monitoring
  - › Triage of tier 1 issues
  - › Logs collection
  - › Report generation
  - › Trends monitoring

#### TIER 2

- Service operations center**
- › Engineers 24x7
  - › Incident resolution
  - › Other network operators support
  - › VIPSAM support
  - › White-glove monitoring
  - › Ticket metrics

#### TIER 3

- Service engineering**
- › Final escalation point end-to-end technical issues
  - › Problem resolution
  - › SQM and analytics
  - › Dev escalation management
  - › CCB, TRR, and RRR participation
  - › Launch support
  - › Training and knowledge
  - › Tools and automation

## Global airline support

Viasat is investing in and growing our support organization



## Our commitment

We work with you each step of the way, from initiation to operationalization of service and beyond.

Visit [viasat.com/aviation](https://viasat.com/aviation) to learn more about Viasat's aviation solutions.

## About Viasat

Viasat is a global communications company that believes everyone and everything can be connected. We find better ways to deliver connections with the capacity to change the world — on the ground, in the air, and at sea.

Our network powers millions of high-quality connections for consumers, businesses, and governments, around the world.

We build for the demands of the future and bring tomorrow's internet to today's airplanes.

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