



Bluetail Customer Success Stories

NEW EDITION

Flight departments, operators and maintenance leaders share their digital aircraft records success stories that fueled large efficiency gains.



DOM decides against DIY for peace of mind.

FLIGHT DEPT

For years the DOM for a corporate flight department took the time to keep spotless aircraft records. And since he had the documents OCR scanned, and backed up on thumb drives, he felt they were secure. That was until he realized those thumb drives could be lost, or worse, stolen. After seeing that Bluetail has an AC120-78A compliant system with auto records backup the risk would be eliminated forever, the DOM's choice was as clear as a CAVU sky.



The Problem

The inherently high-risk practice of trusting back-ups of critical aircraft files to thumb drives opens the door for unauthorized alteration, loss, damage and theft.



The Solution

Bluetail's modern digital software app stores critical aircraft information and logbooks on an advanced cloud-based platform, so information is safe, secure, and instantly accessible.



The Result

The DOM now has total confidence that the company aircraft's records are safe. And as an added benefit, Bluetail has eliminated the time-consuming task of OCR'ing logbooks, creating peace of mind for owner and the DOM.

The case of the liberated logbooks - saving \$500K.

OPERATOR

A major corporate operator was upgrading its fleet to larger aircraft. In the process of selling one of their mid-size jets, they discovered that all of the maintenance logbooks for this aircraft were missing. Apparently, a disgruntled ex-employee had stolen all of the information, knowing it would cost the owner tens of thousands of dollars to reconstruct the records – which it did. Had all of this critical data been digitally stored on Bluetail's cloud, the owner would have saved all that time and money.



The Problem

Over 15-years-worth of aircraft maintenance logbooks and 8130 records were taken from the operator's fireproof safe, thus rendering the aircraft unsellable in its current condition.



The Solution

The owner had two choices: scrap the aircraft – which, due to the high market value, it could not do, or spend hundreds of hours and tens of thousands of dollars re-certifying equipment and recreating all of the documentation.



The Result

The total cost of reinspecting and re-servicing components came in at over a half-million dollars. All of that added work and money could have easily been saved by simply having all aircraft records and logs scanned and securely stored by Bluetail on its cloud network.

Not all as it appears - Bluetail fills a void.

FLIGHT DEPT

A DOM had believed all their records were backed up in a leading maintenance tracking program. While researching a few repetitive discrepancies, the DOM learned that the two previous owners and operators did not always send their logbook entries and rarely any supporting documentation to the maintenance tracking provider. Also, the DOM was not able to search the documentation in the maintenance tracking program. If the aircraft was “bluetailed”, all logbooks and any supporting documents could easily be searched and located.



The Problem

Expecting to find all logbook entries and supporting documents to be archived in the maintenance tracking program for an aircraft with several previous owners so the current DOM can locate historical documents easily. This was not the case and discovered at the worst time.



The Solution

Utilizing Bluetail to digitize and store all logbooks and supporting documentation back-to-birth of the aircraft so that all records are secure and completely searchable using Bluetail’s MACH Search tool.



The Result

The DOM is now satisfied being able to quickly find anything in the records for this aircraft and to easily upload new logbook entries and supporting documents. Additional aircraft in their fleet have also been added to Bluetail.

Saving time and money performing Conformity Audits.

OPERATOR

To add an aircraft to its air carrier certificate, a Part 135 operator must complete a Conformity Audit, which includes a deep dive into the aircraft's 'back-to-birth' maintenance and compliance history. It can take 80- to 100-man hours to locate and confirm all the information. Having an aircraft's logs digitized by Bluetail will allow operators to accomplish the task in a fraction of the time – and for Part 135 operators saving time is making money.



The Problem

An FAA Conformity Audit is time-consuming and can cost thousands of dollars when searching through an aircraft's complete back-to-birth maintenance and conformity history – not to mention keeping a skilled mechanic away from maintaining the aircraft.



The Solution

Have all aircraft records, logs, and documentation digitally scanned by Bluetail. Now searches can be performed in minutes instead of hours, and at a fraction of the cost. MACH Search indexes all forms, words and handwriting through proprietary A.I.



The Result

Part 135 charter operators completed Conformity Audits faster, and added aircraft to their Air Carrier Certificate sooner. More aircraft means a greater ability to grow the fleet efficiently, and meet increasing customer demands.

Search engine finds 40 maintenance items in minutes.

MRO

After buying a pre-owned Falcon, the new operator wanted to do some major interior and exterior upgrades. The chosen MRO needed over 40 items of specific maintenance information, which was a task that would have taken days of manually searching through 15-years-worth of logs and supported documents. Fortunately, the previous owner had Bluetail which easily transferred to the new operator, allowing the back-to-birth search to be conducted in a matter of minutes – saving everyone a lot of time and money.



The Problem

The need to spend days to manually search through a business jet's entire 15-year maintenance and upgrade history for critical information required to plan major interior and exterior refurbishments.



The Solution

Because the aircraft's previous owner had all of the maintenance and operational logs scanned by Bluetail, all of the information was easily and accurately searched and recorded in under an hour.



The Result

The owner/operator and MRO were able to create an accurate project plan, schedule, and budget in a fraction of the time and at a lower cost than if they needed to manually search and record items in paper logbooks.

Remote logbook features expedites aircraft sale.

OPERATOR

An eastern U.S. corporate aircraft operator was in negotiations to sell one of its jets to a buyer located in the western U.S. Because of travel conflicts, the buyer's DOM could not visit the owner's facility to inspect the aircraft records. Instead of risking shipping the logbooks, Bluetail provided a simple and secure solution. By adding a "Buyer" to the owner's Bluetail account, the buyer's DOM could easily review the information from the comfort of his office.



The Problem

Prospective buyer's DOM could not travel across the country to inspect the aircraft's logbooks, and the seller did not want to risk the loss and pay the high cost of shipping multiple boxes to the DOM.



The Solution

Signing on to the owner's Bluetail account enabled the prospective buyer's DOM to review and print any documents at his convenience. It eliminated the risk of loss while saving time and the added expense of cross-continent travel.



The Result

The prospective buyer got all the information they needed to determine the aircraft's current maintenance history and to help establish a fair market purchase price – all without ever leaving the office.

It's like a logbook time machine that saves you money.

FLIGHT DEPT

Back before Bluetail, a G450 operator had to search the aircraft's records for information pertaining to an AD on dry film lubricant applications. The DOM logged 16 hours searching through the paper records to find the verification he needed. In 2020, the operator had all of the maintenance records digitized by Bluetail. In fact, they recently had to do a similar AD search that was literally completed in "seconds" and with a higher degree of accuracy.



The Problem

The FAA put out an AD on Rolls-Royce Tay engines used on Gulfstream 450s covering the use of a particular dry film lubricant on the LPC rotor blades. If there had been 13 or more applications, the blades would have to be replaced at a cost of tens-of-thousands of dollars per engine.



The Solution

Without digital records and powerful search engine like MACH from Bluetail, manually searching through years of logbooks counting each dry film lubricant application to the fan blades, in time alone, cost over \$1,600 dollars.



The Result

Fortunately for the operator, the DFL had only been applied seven times, so no work additional was required. Now that the owner/operator has Bluetail digital records, any subsequent AD searches can be accomplished in seconds – saving a lot of time, money, and stress.

The case of the liberated logbooks.

OPERATOR

Of all the many benefits customers enjoy with Bluetail, the last on the list may well be eliminating a long commute to work. But that's why one DOM loves it. He would often have to brave the long commute back to the hangar to access important information for a crew who needed maintenance away from home. With Bluetail's remote accessibility, the DOM can securely access and share any information with any crew anywhere in the world, without leaving home base.



The Problem

The recurring costs, both in time and money for the corporate DOM to drive from his home back to the operation's home base to retrieve critical aircraft maintenance information for an AOG flight crew.



The Solution

Signing up with Bluetail's secure, cloud-based records scanning and storage services has made it easy for the DOM to access and share all types of aircraft information from his home or any location.



The Result

The DOM is a lot happier, the operator is saving money, and the work is a lot more efficient. And, as an added plus, all of the operator's critical aircraft maintenance and operational data is now 100-percent safe from any accidental or malicious harm.

Save weight and eliminate risk with the OEM team.

FLIGHT DEPT

As part of a major maintenance procedure for the company's aircraft, the DOM for a GIV operator needed to get over 30-years-worth of logs and records to Savannah. He was very uncomfortable with having to ship all of those one-of-their-kind documents to the OEM. In the event any of them were lost or damaged, replacement would cost tens of thousands of dollars. The DOM had all the records digitally scanned by Bluetail, so he could carry them all on his iPad.



The Problem

The sizable cost and risk of shipping 30+ years-worth of valuable logbooks and information from the corporate flight department's base to Savannah prior to major maintenance on the company's GIV.



The Solution

By having the aircraft's entire maintenance history digitally scanned by Bluetail, the logbooks could stay safe in the operator's facility. And those digital files could then be safely reviewed and securely shared with the OEM's maintenance team.



The Result

After being digitized, the aircraft's records were available to securely share, print, and distribute amongst the various planning teams at the OEM with no risk. And it was all digitally scanned by Bluetail for about the same cost as the price of overnight shipping and insuring the valuable logs.