

CUSTOMER STORY

# DIRECT COMMUNICATIONS & SUPPORT

Bristow UK, Search and Rescue

***Flightcell***  
Always Connected



## BACKGROUND & REQUIREMENT

Bristow is a leading provider of helicopter transportation, search and rescue (SAR), and aircraft support services. They have major operations in the North Sea, Nigeria, U.S. Gulf of Mexico and in most other major offshore oil and gas producing regions. They operate over 400 aircraft.



In 2013 Bristow Helicopters was awarded the contract to operate civilian SAR services on behalf of the Her Majesty's Coastguard in the United Kingdom (UK). This continued their proud British heritage in SAR - of which they already had a reputation for providing excellence.

The area of operations ranged from Newquay in the South to Sumburgh in the far North. The fleet of brand new aircraft consisted of Sikorsky S-92's initially, followed by AgustaWestland AW189's.

The communications requirements for their helicopters was threefold:

- i. To be capable of Beyond Line-of-Sight communications at all times.
- ii. To be continuously tracked by the the UK National Maritime Operations Centre (NMOC) and the Air Rescue Co-ordination Centre (ARCC).
- iii. To initiate satellite voice communications from both the cockpit and cabin.



“ *The units are very reliable and Flightcell provide outstanding support...* ”

## SOLUTION

Bristow selected the DZM product platform to do the job. The DZM was an attractive proposition; being an all-in-one box solution with user-friendly keypad on the front



**Mission Management Console  
Example with DZMx Installed**

and minimal wiring requirements. Capabilities included both satellite and cellular voice/data and GPS tracking. Flightcell Cradles were also chosen to safely store and charge Iridium portable phones.

## INSTALLATION

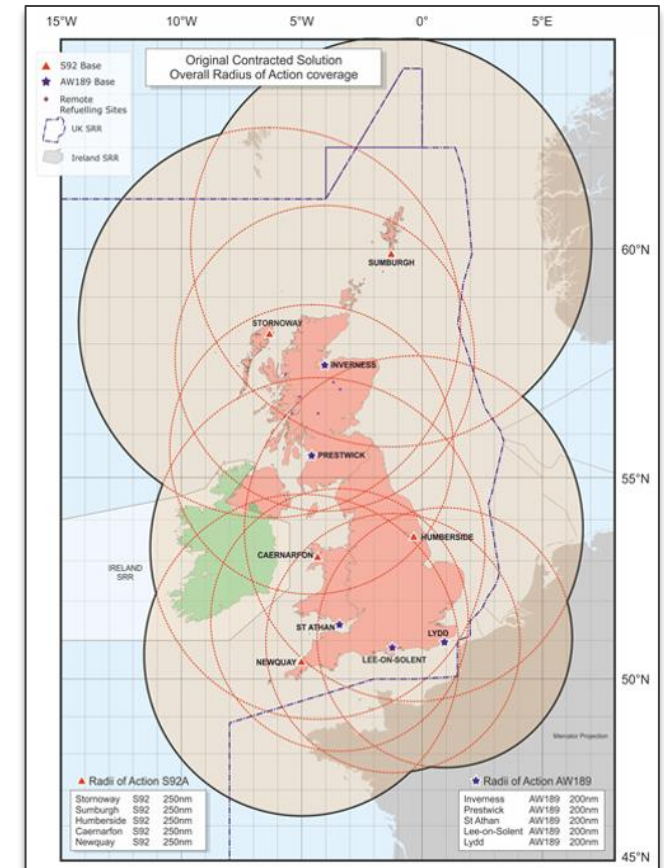
Initially DZM3's are installed in the S-92's cabins and DZM2's are used as slaves in the cockpits, allowing both the pilots and crew to make calls. In the cabin the DZM3's is part of the mission management consol, which is manned by a hoist operator and a

winchman/paramedic. This consol has state-of-the-art thermal imaging, HD camera and tactical mapping equipment. DZMx units are factory installed on new AW189's by AgustaWestland. Virtual DZMx Remote Head's have replaced the second DZM units and they are rendered on the mission management touch screens.

*"I have to say, it's a great product. The units have been very reliable and Flightcell provide outstanding support. They are always available and they talk with you at your level. I recommend them."*

**Ian Middleton**

Engineering Manager - SAR  
Bristow, Search and Rescue



**UK SAR Area of Operations**

## RESULT

The Flightcell DZM units have fulfilled their brief and then some. They have been used many times to provide direct communications with people in difficulty in the mountainous regions of the UK. When climbers and hikers get lost or suffer an injury, their mobile phones can be dialled from the aircraft and the pilot and crew can communicate directly with the casualty/s, to get vital information and clues to their whereabouts.

The DZM units have been very reliable and Bristow are pleased with the support they have received from Flightcell. Their technical support staff have always been available and responsive, despite the time difference between the UK and New Zealand.



**Sikorsky S-92 Ready for Action**



“... the pilot and crew can communicate directly with the casualty’s, to get vital information and clues to their whereabouts.”