

CUSTOMER STORY

***Flightcell***  
Always Connected

## SUPERIOR FIREFIGHTING TECHNOLOGY

Erickson Aviation



## Customer Story: Erickson Aviation - Firefighting

### BACKGROUND & REQUIREMENT

Erickson is a global aviation services company providing self-reliant utility aircraft for light, medium and heavy-lift capability. Its firefighting operations, using the iconic Erickson Aircranes, achieve highly effective performance ratings and technology has a large part to play in doing so. Erickson's innovations include the use of a sea snorkel that combines a hydrodynamic dive plane and a winch to allow sea water to be taken on-board. The fixed 2,600 US Gallon tank has many advantages over conventional systems such as multiple quantity drop levels (25%, 50%, 75%, 100%) and multiple coverage level options. A water cannon and large rescue baskets are recent additions to its arsenal that offer options for emergency services.

For their operations in Greece, one of Erickson's advantages is efficient communication between pilots and ground-based fire controllers through an interpreter. The ability to measure the exact amount of water uplifted and dropped against GPS coordinates is necessary in Australia to remain contract compliant.



**Hydrodynamic Dive Plane in Action**

### SOLUTION

After researching options that could provide the contract compliance requirements, Erickson chose the Flightcell Flightcell DZMx for their operations in both Greece and Australia. They were already familiar with the Flightcell Pro which had been used in Greece for many years and had performed admirably. Erickson utilises TracPlus as their tracking service provider for the Flightcell DZMx devices.



“

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### INSTALLATION & OPERATION

Flightcell Flightcell DZMx are installed in the overhead panel of the Aircranes on the fleet that operated between Greece and Australia. The Flightcell Flightcell DZMx are fitted with both satellite and cellular SIM cards which allows Erickson to take advantage of enabling Cellular IP Tracking that provides 15 second positioning at a much lower cost by using cellular data.

Flightcell worked with Erickson to interpret serial data from the Automatic Water Tank Controller (AWTC) and convert it to event information, which is sent off the aircraft and displayed by the TracPlus tracking service. The AWTC incorporates data from multiple sensors including tank level, drop signal, door opening position and coverage levels.

Erickson has been successfully operating in Greece for 19 years and they have a real focus on quality air to ground communications. They employ airborne interpreters to liase between English speaking pilots and the Greek nationals from the local fire authority, providing informed two-way communication. The interpreters had been using Flightcell Pros paired with cell phones, however the Pros are to be replaced by fixed installed Flightcell DZMx Remote Head units in the cabin to further enhance and improve communication quality.

*“The Flightcell DZMx came highly recommended from another operator and as we had already been using the Flightcell Pro for many years, the choice was an easy one. The product is seamless in regard to set up between venues, it is simple and works very well. We had terrific support from Flightcell during the initial set up phase of implementing the units and their ongoing customer service is unparalleled regardless of time zones.” Jeff Zuill, **General Manager Greece & Australia Erickson***



**Flightcell DZMx Installed in the Cockpit**

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### RESULT

“The marriage of the Flightcell DZMx with TracPlus allows us to closely monitor the performance of our aircraft”, says Jeff Zuill, General Manager - Greece & Australia. “We can monitor the operational performance of our fleet by analysing the data available after a mission by downloading it in an Excel spreadsheet. This data supports the understanding of our performance as it is extremely accurate.”

Erickson has long term contracts world wide with purpose-built and innovative aircraft that are fitted with advanced communications equipment and the Flightcell DZMx compliments our avionics package.



Reflecting on a Job Well Done



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