

CASE STUDY

NEW NETWORK FOR COMAC CUSTOMER SERVICE CENTRE

The Shanghai Aircraft Customer Service Co. Ltd. has installed a high-performance Datwyler system solution in its head office.

The Shanghai Aircraft Customer Service Co. Ltd. (SACSC) is a subsidiary of the state-owned Commercial Aircraft Corporation of China Ltd. (COMAC), an ambitious, internationally active manufacturer of regional and large-capacity aircraft, founded in 2008. The company, which operates as COMAC's Customer Service Centre, has a share capital of 100 million renminbi (around 12 million euros) and has its headquarters in Zizhu Science Park in the Minhang District of the city of Shanghai.

Within the corporate group SACSC is responsible, among other things, for developing new technologies and systems as well as for national and international customer services for large passenger aircraft and regional jets. Areas of activity include customer training courses, pilot training, the import, export, leasing and maintenance of material and equipment for civil aviation, and technology development and consultancy in the air transport services field. SACSC is also responsible for COMAC's technical publications.

Swiss quality installed

The plan was to install a high-performance communications network at head office so that the staff on site could perform their duties smoothly.

After several selection rounds the decision was made to go for a system solution with Category 6 products from Datwyler, who scored highly on "Swiss quality".

Following successful completion of the first installation COMAC is currently holding discussions with Datwyler on further collaboration and several follow-up projects.

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