

**AIN**  
PUBLICATIONS

2021

# SOLUTIONS IN BUSINESS AVIATION



Business Aviation  
Sponsor Showcase

[ainonline.com/siba](http://ainonline.com/siba)

# AN EASIER SOLUTION TO DIFFICULT AOG PROBLEMS

Bad things happen to good airplanes. When they do, Stevens Aerospace and Defense System's customers know that they can count on the company's dedicated AOG/Mobile Aircraft Maintenance technicians to get their valued aircraft airborne as quickly and safely as possible.

In its 70-plus years, Stevens Aerospace and Defense Systems, LLC has supported thousands of business aircraft operators. And whether they're flying a piston single or a large-cabin jet, they all have one thing in common: they don't buy an aircraft to have it stuck on the ground.

So, when they're faced with an aircraft-on-ground (AOG) situation, they want the problem solved as quickly and cost-effectively as possible. Providing that high level of on-site service is precisely why Stevens Aerospace and Defense Systems formed its dedicated AOG team back in 2014.

Since that beginning, the company's AOG capabilities have grown to become an integral part of its dynamic selection of customer-based service offerings, according to Dendall Wood, AOG/Mobile Services general manager for Stevens Aerospace and Defense Systems.

"Every member of our AOG team is committed to getting to the customer's location and returning that aircraft back into service as safely and efficiently as possible," he said. "To make sure that's doable, the AOG solution actually starts when we receive the initial call from the operator.

"Our 24/7/365 AOG hotline is staffed with licensed A&P technicians who have a thorough understanding of the aircraft's systems and the logistics needed to solve their problem," Wood added. "Our dispatch





coordinators collect a lot of information from the flight crew, not only to ensure the mobile team has the equipment they need but to also offer any further assistance.”

## ON THE ROAD AGAIN...

Wood said that the AOG team’s goal is a one-hour response from the time they get the initial call. Each of Stevens Aerospace and Defense Systems’ strategically located AOG locations has trucks equipped with tools to perform typical troubleshooting and basic maintenance.

“Unlike scheduled maintenance visits, AOG situations can happen anytime and anywhere, so our teams have to be as well prepared as possible to handle the issue efficiently,” Wood said. “And, because some of these aircraft are in rather remote locations, all of our AOG technicians have a complete mobile IT set with a laptop, mobile printer, and iPhone.”

Wood said that as of early 2021, Stevens Aerospace and Defense Systems’ AOG/Mobile Maintenance teams are averaging 3300 calls per year and growing every month.

“Along with our FAA Part 145 repair station license, we also have EASA [Europe] and DGAC [Mexican] certifications on several types of aircraft,” he said. “Unless there are travel restrictions by certain governments,

our technicians are able to travel to a customer’s aircraft anywhere in the world. We are committed to being able to provide AOG support wherever our customers are.”

## FIXED RIGHT THE FIRST TIME

While the AOG/Mobile Maintenance team’s primary task is to address AOG situations, that’s not all they do. Many of Stevens Aerospace and Defense Systems’ customers rely on the company’s expanding mobile capabilities and airframe expertise to handle scheduled inspections and maintenance at their home hangars.

“To better fit their schedules, many customers like us to perform routine work at their facility,” Wood said. “But no matter why they’re there, every one of our technicians is fully committed to doing the job the right way the first time.

“Several of our technicians came from the Part 135 charter industry so they understand the importance of getting the aircraft repaired and back in the air quickly,” he continued. “But safety is always the priority.

“We know these aircraft are important to their owners and our entire team takes great pride in watching the customer’s aircraft fly away, knowing that we did everything safely, efficiently, and correctly the first time,” Wood concluded.



## THE SOLUTION

- Strategically located AOG centers backed by over 70 years of business aircraft experience
- Global AOG support for Beechcraft, Bombardier, Cessna Citation, Embraer, Gulfstream, Hawker, and others
- Specially trained AOG technicians equipped to solve issues quickly, efficiently, and safely

# STEVENS AEROSPACE AND DEFENSE SYSTEMS

EST. 1950

[stevensaerospace.com/aog](http://stevensaerospace.com/aog)  
**1-833-4AOG-HELP**



# 50 YEARS OF LEADERSHIP

## IF YOU'RE NOT IN AIN YOU'RE NOT IN THE MARKET

AIN Marketing Solutions provides innovation and inspiration tailored to meet all of your marketing goals. Our award-winning publications combined with AIN's data-driven Targeted Audience Platform (TAP) delivers an unbeatable combination of print and digital opportunities to a targetable aviation audience of 900,000.



### INFLUENCE

AIN Monthly  
Print Magazine,  
Digital Display,  
Newsletters

### ENGAGE

Content  
Marketing,  
Native  
Advertising

### CONVERT

Webinars,  
Events,  
Lead Nurturing

### MARKETING INSIGHTS

Measure and learn  
through advanced  
analytics and custom  
research.

### CONFERENCE & AIRSHOW MARKETING

On-location print,  
supported by digital.



Learn how our expert AIN team can tailor a solution  
for you across any of our brands [marketing.ainonline.com](http://marketing.ainonline.com)

**JAMES HOLAHAN (1921-2015), FOUNDING EDITOR**  
**WILSON S. LEACH, FOUNDER & CEO**

**CHIEF OPERATING OFFICER** – Dave Leach  
**VICE PRESIDENT SALES & MARKETING** – Karl H. Elken  
**ASSOCIATE PUBLISHER** – Nancy O'Brien  
**ADVERTISING SALES**

Melissa Murphy  
Midwestern U.S., +1 (830) 608-9888

Nancy O'Brien  
Western U.S./Western Canada/Asia Pacific  
+1 (530) 241-3534

Joe Rosone  
Mid-Atlantic U.S./Southeast U.S./Caribbean  
+1 (301) 693-4687

Diana Scogna  
Europe/Middle East +33 6 62 52 25 47

Victoria Tod  
Northeastern U.S./Eastern Canada/Great Lakes  
U.S./United Kingdom +1 (203) 733-4184

Yury Laskin  
Russia, +7 05 912 1346

**MARKETING AND CLIENT SERVICES MANAGER**  
Lisa Valladares

**SALES AND MARKETING COORDINATOR**  
Adam Brandwein

**SOCIAL MEDIA MARKETING**  
Zach O'Brein

**SALES ADMINISTRATOR**  
Cindy Nesline

**PRODUCTION MANAGER**  
Martha Jercinovich

**GRAPHIC DESIGNER**  
John A. Manfredi

**WRITER**  
Dale Smith

**DIRECTOR OF FINANCE & HUMAN RESOURCES**  
Michele Hubert

**ACCOUNTS PAYABLE**  
Mary Avella

**ACCOUNTS RECEIVABLE**  
Bobbie Bing

**U.S. HEADQUARTERS**  
214 Franklin Ave., Midland Park, NJ 07432, +1 (201) 444-5075  
Advertising Inquiries: +1 (201) 345-0085 adsales@ainonline.com  
Circulation Inquiries: +1 (201) 345-0085 subscriptions@ainonline.com

**THE CONVENTION NEWS COMPANY, INC.**  
**AIN PUBLICATIONS EXECUTIVE TEAM**

Wilson Leach Jennifer Leach English Matt Thurber  
Dave Leach Michele Hubert Nancy O'Brien Karl H. Elken

**Aviation International News** (ISSN 0887-9877) is published monthly. Periodicals postage paid at Midland Park, N.J., and additional mailing offices. **Postmaster:** Send address changes to Aviation International News, P.O. Box 8059, Lowell, MA 01853 USA. Allow at least eight weeks for processing. Include old address as well as new, and an address label from a recent issue if possible. Subscription inquiries: +1 (201) 345-0085 or email: subscriptions@ainonline.com.

**Aviation International News** is a publication of The Convention News Co., Inc., 214 Franklin Ave., Midland Park, NJ 07432; Tel.: +1 (201) 444-5075. Copyright © 2021 All rights reserved. Reproduction in whole or in part without permission of The Convention News Co., Inc. is strictly prohibited. The Convention News Co., Inc. publishes **Aviation International News**, **AINAlerts**, **AIN Air Transport Perspective**, **AINtv**, **Business Jet Traveler**, **BJTwaypoints**, **ABACE Convention News**, **Dubai Airshow News**, **EBACE Convention News**, **Farnborough Airshow News**, **FutureFlight.aero**, **HAI Convention News**, **LABACE Convention News**, **MEBA Convention News**, **NBAA Convention News**, **Paris Airshow News**, **Singapore Airshow News**, **Mobile Apps: Aviation International News; AINonline**. PUBLICATION MAIL AGREEMENT NO. 40649046 RETURN UNDELIVERABLE CANADIAN ADDRESSES TO: PITNEY BOWES INTERNATIONAL MAIL, STATION A, P.O. BOX 54, WINDSOR, ON, N9A 6J5, returns.il@imex.pb.com.



AIN's third annual edition of *Solutions in Business Aviation* goes to press as the world emerges from the global pandemic. While the recovery has been uneven among countries, the business aviation industry is once again demonstrating its resilience and optimism. Despite the challenging market conditions, we continue to see tremendous innovations in technology, safety, and service.

In this edition of *Solutions in Business Aviation*, our most trusted brand partners highlight a full spectrum of business aviation products and services. You'll discover the latest offerings in the MRO and FBO segments as well as the newest developments in inflight communications. You'll also read all about advancements in avionics and engine technology and hear from several of the associations that play such an important role in supporting our industry. Finally, you'll find interviews with some of the senior executives who help define the market as we know it today.

I am excited to have the opportunity to bring this impressive group of companies and executives together again this year for your edification. I'd welcome any questions or comments you have on this third installment of *Solutions in Business Aviation*.

Warm Regards,  
Karl H. Elken



Karl H. Elken  
Vice President of Sales  
and Marketing  
kelken@ainonline.com

# DIRECTORY

## SOLUTIONS IN BUSINESS AVIATION



On-demand Iridium “burst messaging” to deliver affordable voice, email, and texting capabilities anywhere in the world and at any altitude. **PAGE 22**

---



Leverages 30 years of experience to help secure the best financing solutions with the lowest rates for its wide array of aircraft loan customers. **PAGE 16**

---



Patented needlepoint bipolar ionization system (NPBI™) is the safest, easiest, and most effective way to continually decontaminate the cabin’s air. **PAGE 12**

---



FD and ATLAS multifunction FMSs are the most straightforward ways for owners and operators of legacy turboprops and jets to add advanced capabilities to their aircraft. **PAGE 8**

---



DC Aviation Al-Futtaim unites German quality with Arabic hospitality. **PAGE 28**

---



Its Rapid Response Team (RRT) is committed to providing remote repairs to return aircraft to service quickly and efficiently. **PAGE 20**

---



New Smartwell beverage dispenser is revolutionizing how FBOs and MROs provide chilled, filtered water while mitigating the growing plastic bottle waste problem. **PAGE 26**

---



Gogo Business Aviation is making great strides in developing, testing, and implementing its all-new 5G air-to-ground connectivity solution. **PAGE 13**



Over the last 75 years, one thing that has remained steadfast is the company's single-minded dedication to making every visitor feel at home. **PAGE 25**



SmartSky meets all aircraft connectivity needs with speeds and efficiencies never before possible. **PAGE 9**



The organization has expanded its goals to include introducing underserved youth to career opportunities throughout the aviation and aerospace sectors. **PAGE 24**



Customers know they can count on the company's dedicated AOG/Mobile Aircraft Maintenance technicians to get their aircraft airborne as quickly and safely as possible. **PAGE 2**



Rolls-Royce Business Aviation invests heavily in new technologies to have all of its products and operations achieve net zero carbon emissions by 2050. **PAGE 14**



Highly trained AOG/MRT technicians in strategic locations ensure they can get the customer's aircraft back in the air as quickly, efficiently, and safely as possible. **PAGE 17**



Helps women the world over build long and successful careers in their chosen part of the aviation industry. **PAGE 23**



New compact Plane Simple two-LRU antenna system will enable operators of legacy business jets to finally enjoy all the benefits of high-speed connectivity. **PAGE 18**



# New Life for Legacy Aircraft

Avidyne's IFD and ATLAS multifunction FMSs are the most straightforward and affordable ways for owners and operators of legacy turboprops and jets to add advanced capabilities to their aircraft, including 3D-coupled LPV approaches and satellite-based GPS augmentation.

One of the most important features that separates a new business aircraft from a legacy airplane is often the avionics suite's capabilities. For example, 3D LPV approaches, RNP 3.0, synthetic vision, and Bluetooth/Wi-Fi connectivity are typically standard in a modern cockpit.

If you want them in your legacy turboprop or jet's panel, you can upgrade the avionics suite. But at what cost? The upgrade can easily exceed the aircraft's worth—or at least it could until Avidyne's equipment came along.

"Our IFD and ATLAS multifunction FMS units bring these and other capabilities into the cockpits of many legacy turboprops and jets at a fraction of the cost of other solutions," said Dan Reida, Avidyne's director, business aviation. "These units swing the cost-versus-value proposition back in the direction of the owner

and add years of service life to the aircraft.

"One of the key features is our GPS Legacy Aviation System or GLAS," he added. "It gives us a seamless path for integrating with legacy avionics, whether they are electromechanical or early-generation Honeywell Primus 1000 or Collins Pro Line 21 systems.

"It's the easiest way to provide capabilities like lateral and vertical guidance to the EFIS and autopilots," Reida said. "Plus, you get synthetic vision, RNP 3.0, high-resolution maps and charts, Bluetooth connectivity, and more. All at a surprisingly affordable price."

He also said that to ensure maximum installation flexibility, Avidyne's multifunction FMS units come in both panel-mount (IFD) and pedestal-mount (ATLAS) models.

"Both have touchscreen and knobs, and buttons for control, but the ATLAS also has a full keyboard," Reida said. "A lot of our customers like that feature. They operate a lot like their old FMS unit and do a lot more."

Thanks to the Avidyne IFD and ATLAS multifunction FMS upgrade solutions' long lists of new-generation capabilities, the only difference between them and a "forklift" panel replacement is the cost.



## THE SOLUTION

- Cost-effective way to add 3D-coupled LPV approach capabilities
- Easily integrates with electromechanical and early EFIS integrated avionics suites
- Supports vertical and lateral scaling with early EFIS without expensive upgrades



**AVIDYNE**<sup>®</sup>  
avidyne.com

# A MORE INTELLIGENT WAY TO CONNECT

Whether it's emailing, videoconferencing, or delivering real-time engine data to the operator's DOM, aircraft connectivity is all about getting the right information to the right person at the right time. SmartSky meets all those needs with speeds and efficiencies never before possible.



It wasn't long ago when connectivity meant getting text, voice, and data onto the airplane. Not anymore. Now, critical information has to be able to move as freely off the aircraft as on. The problem is that prior-generation solutions aren't designed for that.

Fortunately, SmartSky's new-generation air-to-ground network is.

"Today, connectivity includes a number of players—the passengers and crew in the air and maintainers and OEMs on the ground," explained Brit Wanick, SmartSky Networks LLC's VP of Marketing and Partnerships. "When we connect them together with the data they need, we make it easier for them to do what they need to do."

At the heart of that capability is SmartSky's ability to enable two-way data transfer that's faster, more reliable, and more secure than what operators have now. The key to this is the company's patented beamforming technology and network architecture, which together enable the unique, reliable re-use of 60 MHz of spectrum in the unlicensed band to deliver a 10x experience compared to legacy air-to-ground technology.

"With other providers, all the aircraft in a given

beam share the available bandwidth. That can dramatically slow performance," Wanick said. "Our beamforming connects each aircraft through a dedicated beam. No sharing. That means lower latency, faster throughput speeds, and enhanced security"

Another technology that is unique to SmartSky is its Skytelligence data platform.

"We know that inflight connectivity from satellite or air-to-ground services means more than just providing an internet connection to the aircraft. Once the connection is made, applications and services turn that link into real value. Skytelligence makes data from your connectivity service more accessible, enhances the capabilities of existing applications (i.e. real-time turbulence awareness displayed on your EFB), and serves as the accelerant needed to deliver real outcomes for passengers and operators."

"To have a connected aircraft today requires providing a full suite of services," Wanick added. "We've designed every component of SmartSky—from the terrestrial network to the aircraft LRUs, to Skytelligence—around delivering the best experience in business aviation."



## THE SOLUTION

- New-generation SmartSky air-to-ground network delivers premium two-way connectivity
- Patented beamforming technology provides the highest throughput and lowest latency in business aviation
- The Skytelligence data platform enhances the capabilities of valued applications and services

# How is your business strategy preparing for the move toward sustainability-friendly initiatives?



**David Gray**  
**President**  
**Airtex (Send Solutions)**

It's not "sustainability" in the truest sense, but we feel that by helping flight departments control their Wi-Fi connectivity costs, we are giving them a way to help demonstrate how efficiently their operations can run. In business aviation today, cost-efficiency is a key to longevity.



**Jeff Lake**  
**President**  
**Duncan Aviation**

Duncan Aviation has been working toward environmentally friendlier processes and environments. Concrete examples in recent construction include treatment systems to responsibly dispose of hazardous waste, features that allow for daylight harvesting, radiant heating, LED lighting, and materials made from recycled goods. Other initiatives include using environmentally friendly products, supporting vendors who value sustainability, and encouraging recycling or reuse wherever possible.



**Adam Meredith**  
**President**  
**AOPA Aviation Finance**

The mission and business strategy of AOPA has always been about sustaining general aviation since our inception over 80 years ago. We have taken an active role in many of the promising efforts to make flying sustainable and more affordable, including significant advances in electric propulsion and alternative fuels.



**Marilyn Bombard**  
**Senior Product Manager**  
**Elkay**

At Elkay, we understand the need to incorporate sustainability-friendly initiatives into our business including our products and processes. We attempt to use environmentally friendly materials that are recyclable and are in the process of creating material disclosures (Health Product Declarations) to provide evidence that our materials are safe and environmentally friendly. We are also implementing systems that track critical resources such as water and energy so that we can begin to manage and reduce their use.



**Howard Hackney**  
**Managing Member**  
**Aviation Clean Air**

Our business strategy has always been focused on sustainability and green technology. ACA's purification system is a 100% replication, and actually an acceleration, of nature's cleansing process. As OEMs and operators look to enhance their sustainability footprint, the cleaner and safer cabin air the system provides complements these initiatives.



**Mike Schnepf**  
**Vice President of**  
**Network Engineering**  
**Gogo Business Aviation**

By launching Gogo 5G, we'll provide a more robust experience with smaller equipment that is much more efficient. The 5G standalone core in the data center is less than one full rack of servers, compared with six for today's, and power consumption for 5G is only 20 percent of our legacy equipment.



**Carlos Rodriguez**  
**General Manager**  
**Meridian Hayward**

As our industry begins the shift to SAF, we have been working hard to be at the forefront of this new chapter in business aviation. In collaborating with industry leaders, we have gained a better understanding of SAF, how it moves through our supply chain, and how we can better position ourselves to evolve with our customers' expectations..



**David Helfgott**  
**CEO**  
**SmartSky Networks**

Environmental, sustainability, and governance initiatives inform every aspect of our business. From reuse of the existing tower infrastructure to development of services to continuously optimize flight trajectories, realizing the potential benefits of the connected aircraft ecosystem is at the core of our objectives.



**Joel Webley**  
**Board Chairman**  
**Organization of Black**  
**Aerospace Professionals**

As a membership-based organization, we look at sustainability in two ways. The first is by encouraging opportunities for blacks and other underserved professionals; diversity ensures a sustainable source of new talent for the aviation and aerospace industries. Secondly, diverse companies are more creative, and that leads to providing solutions to environmental issues.



**Debi Cunningham**  
**Vice President of Marketing**  
**West Star Aviation**

West Star sees sustainability as one of its core pillars. We cultivate a culture that resonates through every facet of the business. The company recycles several types of materials and finds better ways to balance local and global sustainability, encouraging a continued focus as the company grows and evolves.



**Megha Bhatia**  
**Vice President, Sales and Marketing**  
**Rolls-Royce Business Aviation**

When we joined the UN Race to Zero coalition last year, we pledged to play a leading role in enabling the sectors in which we operate to reach the net zero goal by 2050. More efficient engines, SAF, and electrification are the initiatives we continue to build on to help achieve our ambition.



**Allison McKay**  
**CEO**  
**Women in Aviation International**

Our sustainability-friendly initiative aims to create ways to attract a growing, and more diverse workforce for aviation. Studies show we will soon need thousands of pilots, maintainers, and support personnel. We can't fill those needs through traditional channels, so we have to expand into non-traditional and diverse resources. The aviation industry will have to come together to do that.



**John Kummer**  
**SVP Strategy**  
**Satcom Direct**

SD is developing tools that enable real-time data collection, validation, and transmission allowing for synchronized operational efficiency to support flight department sustainability goals. Improved route planning supports optimized fleet management, minimizes fuel burn, maximizes SAF uplift, reduces empty legs and delivers more accurate route details for carbon offsetting calculations. Data-led maintenance management delivers increased asset longevity. Data is driving new standards supporting accountability and a more sustainable future for all.



Sponsor Content

# NEUTRALIZE 99.9% OF PATHOGENS

Aviation Clean Air's patented needlepoint bipolar ionization system (NPBI™) is the safest, easiest, and most effective way to continually decontaminate not only the cabin's air but also every air-conditioned surface inside of your aircraft.

When passengers board your aircraft, they bring along billions of germs and bacteria; some may also bring viruses. We may have ignored these unwanted guests in the pre-COVID era, but not now. Today, every crew member and passenger keenly understand, and are acutely aware of, the importance of a safe and germ-free environment.

And that's what Aviation Clean Air's (ACA) patented needlepoint bipolar ionization system delivers, according to Jonathan Saltman, a member of ACA's ownership group.

The ACA system works by creating ions that will either positively or negatively charge the moisture particles throughout the cabin. That's why it's called "bipolarization." The now-charged particles attach to the outer surface of all pathogens including viruses like COVID-19. The ions then disrupt the hydrogen bond and effectively neutralize the virus.

"We have tested everything from the common cold to strains of COVID-19, and our ionization system has

proven to be effective in eliminating 99.9 percent of viruses, pathogens, and bacteria," Saltman said. "When it's installed in the aircraft's environmental system, 100 percent of the air is ionized, so it's basically a full-time purification of cabin air and surfaces."

That full-time activity is a major way in which ACA's patented solution differs from passive systems, ultraviolet, and chemical cleaners. They're fine until someone enters the cabin but they can't actively kill any newly introduced germs. ACA's system can.

## BIG OR SMALL, ACA CLEANS THEM ALL

Saltman said that while ACA's system is well known for large-cabin commercial and corporate aircraft, many operators don't realize that it is also approved for smaller aircraft.

"We've either been issued or have in the works 53 STCs for aircraft ranging from King Airs to large-cabin airliners and many helicopter types," he said. "And we're continually adding more to our list."

"Aircraft OEMs and MROs use our portable unit to clean cabins pre- and post-maintenance," Saltman continued. "ACA systems are also used extensively on U.S. military aircraft and at their maintenance facilities."

"ACA is the only proactive cabin-air cleaning system that is proven to work against all major pathogens while also eliminating noxious gasses and odors such as VOCs," Saltman said. "There are just so many benefits to ionized air. The process is a 100% replication and acceleration of nature's natural cleansing process, and the result is a cleaner, safer, and healthier cabin environment."



## THE SOLUTION

- Ionization eliminates over 99.9 percent of airborne and surface-located germs, including COVID-19
- Automatically operates with aircraft's cabin ECS and requires no maintenance
- ACA needlepoint bipolar ionization (NPBI™) systems are also available in portable units

# GOGO IS GOING STRONG WITH 5G NETWORK DEVELOPMENT

As U.S.-based business aviation steadily builds back to pre-COVID levels, Gogo Business Aviation is making great strides in developing, testing, and implementing its all-new 5G air-to-ground connectivity solution.

A lot has changed since COVID became a household word, but here's one thing that hasn't: the demand for fast Wi-Fi service continues to grow on the ground and in the air. And that goes double for business aircraft passengers. They expect the same online experience they have in their home or office, even when they're flying.

And Gogo Business Aviation is developing its 5G network from the ground up to meet that expectation. It will be a brand new network.

"The new 5G network is actually our fifth generation of air-to-ground network, so we have a tremendous amount of experience in this business," says Mike Syverson, the company's senior vice president, engineering. "Thousands of users rely on our products every day. They trust us."

With all the hype around 5G, you're probably wondering what difference it will really make. After all, connectivity is connectivity, right? Wrong.

"Ultimately, our 5G network will dramatically narrow the gap between the online experience you enjoy at your home or office and what you will find on your aircraft," Syverson says. "The difference in the air will be similar to what people are experiencing with the 5G services the terrestrial wireless carriers are providing."

Syverson says that one of the biggest problems with the service from the geostationary orbit (GEO) satellite operators is high latency – the data going off the airplane can be tediously slow. As a result, GEO satellite networks are not able to support many of the productivity tools such as video conferencing (think Zoom or Microsoft Teams) that are in high use today. The high latency leads to a disappointing experience.

"Say you're doing a remote video conference: suddenly the voice and video don't match up," Syverson explains. "The outgoing data can't keep up with the incoming data. The two-way connection on our 5G network is just as fast on the airplane as off, so a two-way conversation is the same no matter which end of it you are on."

Of course, creating a network to provide this kind of connectivity isn't easy, especially when you're taking Gogo Business Aviation's "start-from-scratch approach."

"The 5G network we are building is 100% 5G across all elements, and ours will be a completely brand-new solution which is unique," Syverson says. "We are building everything from new including new 5G cell towers and the ground antennas, to new LRUs and antennas for the aircraft. That's the only way to achieve the kind of performance we already are seeing during our 5G network testing."



## THE SOLUTION

- New 5G network designed to meet the connectivity needs of the business aircraft passenger
- 5G is expected to close the experience gap between the office and remote connectivity
- Gogo AVANCE L5 is the path to the new 5G service for new or existing customers

[business.gogoair.com](https://business.gogoair.com)

# NET ZERO IS THE SUM OF MANY PARTS

Rolls-Royce Business Aviation invests heavily in new technologies ranging from sustainable aviation fuel (SAF) to advanced design and manufacturing techniques and materials to ensure it meets the corporation-wide commitment to having all of its products and operations achieve net zero carbon emissions by 2050.



Things were a lot different when Rolls-Royce's legendary Dart engine first entered the business aviation market. Back then, operators cared only about maximum power and reliability. Jet-A fuel was cheap, and nobody gave a second thought to the environment. What a difference 60 years makes.

Sure, today's business jet operators still want optimum performance and reliability, but they're now demanding engines that are also extremely efficient and environmentally friendly. Corporate flight departments are taking proactive environmental stewardship to heart.

"Achieving carbon neutral or net zero operations is imperative for our customers, our people, and our communities," said Rolls-Royce Business Aviation Senior Vice President Customers & Services Andrew Robinson. "As part of the UN Race to Zero campaign, we have pledged that our whole business will achieve net zero by 2050."

Robinson said that while the goal is a huge challenge, it's also seen as a noteworthy commercial opportunity. Everyone involved is "excited to be playing their part," he added.

"We are focusing 75 percent of our R&D investments on the technologies we need to introduce to achieve our ambitious goals," Robinson said. "We're investing in a wide array of solutions from sustainable aviation fuel research to new engine designs and materials to harnessing digital services to reduce fuel use and lower emissions."

## 2050 Begins Today

Of course, at the forefront of today's net zero push are new-generation SAFs. Sustainable fuels are proven to reduce reliance on fossil fuels while dramatically cutting CO2 emissions.

"Today, all current Rolls-Royce engines have already been

certified for SAF blends up to 50 percent with conventional jet fuel [jet-A],” explained Megha Bhatia, Vice President, Sales and Marketing for Rolls-Royce Business Aviation. “But that is only part of the solution. We expect our current engines to be used for several decades yet, so we are pledging to have proven that our in-production aero engines will be compatible with 100 percent SAFs by 2023. That is three-fifths of our business aviation fleet.”

To complement its SAF transitional initiatives, Rolls-Royce Business Aviation recently introduced the first-of-its-kind SAFinity program, which will make it easier for aircraft owners to complete their flights with carbon neutrality regardless of the type of aircraft or what engines those aircraft employ.

“SAFinity achieves carbon neutrality through a combination of independently verified sustainability projects and a direct investment in the production of sustainable aviation fuels,” Bhatia added. “In addition to SAF, their contributions will be invested in a portfolio of projects to reduce carbon emissions.

“Participating in SAFinity means they can now fly with the knowledge that they are an essential part of the most important journey in aviation—the journey to net zero by 2050.”

## Sustainability—Leading the Charge

It’s no surprise that an organization as deeply rooted in advanced technologies as Rolls-Royce Business Aviation is looking far beyond sustainable fuels for its future-generation engine development.

“The world of aviation has always been a very sophisticated mechanical world,” said Dave Smith, the company’s Director of Central Technology within the Rolls-Royce Innovation Hub. “Now we can see that it is going to become an even more sophisticated electro-mechanical world.



“Our ongoing sustainability strategy is being built on three pillars: SAFs; further improving gas turbine technology; and creating new, disruptive technologies such as electrification,” he said. “The first all-electric aircraft will be in the urban mobility market, like our propulsion system for the latest eVTOL from Vertical Aerospace or Tecnam’s commuter aircraft for Wideroe.

“For larger passenger aircraft, there will be hybrid systems, combining the design freedom offered by electrical propulsion with the energy density of a small gas turbine with sustainable fuels, Smith added. “For the future business aviation market with its long- and ultra-long-range aircraft, we see an increasing demand for additional electrical power to optimize performance and minimize fuel usage from primary gas turbine power unit.

“The move to electrical will be gradual for us but ultimately revolutionary,” Smith concluded. “The Rolls-Royce [business aviation engine] in a hundred years will very probably look different from what you see today.”



## THE SOLUTION

- Ensuring that new-generation engine products are fully capable of net zero by 2030
- Unique SAFinity program enables carbon neutral operations regardless of engine or aircraft type
- Initiating extensive materials recycling and component refurbishing processes to reduce waste



[rolls-royce.com](https://www.rolls-royce.com)

# LOW RATES

help you land the airplane you want.



[aopafinance.com](http://aopafinance.com)

AOPA Aviation Finance leverages 30 years of experience with some 800 successful transactions annually to help secure the best financing solutions with the lowest rates for its wide array of aircraft loan customers.



When the time comes to buy an airplane, every pilot wants the lowest loan rate they can get. That's where AOPA Aviation Finance comes in.

As AOPA Aviation Finance president Adam Meredith explained, many factors impact the loan rate available to a borrower. The aircraft's age, term length, loan amount, down payment, and even the borrower's previous experience with aircraft ownership all play a role. It can be confusing for the borrower—and for some lenders.

"Our only business is aircraft loans, and we average nearly 800 transactions a year," Meredith said. "Because of that, we are able to get some very attractive rates with our lenders. We also have a lot of experience and insights into which lenders will be the best match for a particular buyer.

"Some lenders prefer particular aircraft types and will give better rates on those models," Meredith added. "Some lenders prefer turboprops or jets. That means faster approvals and lower interest for borrowers."

No matter what type of aircraft you're looking to buy or what amount you want to borrow, Meredith stressed, the best first thing you can do is to get preapproved by AOPA Aviation Finance. After all, you don't want to find your dream airplane only to lose it to some unforeseen issue with a bank.

"I suggest starting the loan process before you even begin looking for an airplane," Meredith said. "Waiting too long to start the loan process is a mistake, especially in a tight market like we have today. It doesn't cost anything, and that preapproval can mean the difference between getting the airplane you really want or watching it get away."



## THE SOLUTION

- AOPA Aviation Finance averages 800 aircraft loan transactions a year
- Large number of transactions means lowest rates for borrowers
- Can arrange financing for all types of new and preowned aircraft, from classics to business jets



# Anywhere, anytime AOG/MRT solutions.

West Star Aviation has assembled a team of highly trained AOG/MRT technicians and placed them at strategic locations to ensure they can get the customer's aircraft back in the air as quickly, efficiently, and safely as possible.

With roots that go deep into the earliest days of business aviation, the team at West Star Aviation appreciates the value that corporate and private aircraft deliver. And nothing diminishes that value faster than an AOG situation. If the aircraft can't fly, the boss isn't happy.

That's why West Star Aviation made significant investments in assembling an aircraft-on-ground/mobile response team (AOG/MRT) that is unmatched in its combined experiences with inspecting, repairing, and maintaining a wide array of aircraft, from turboprops to large-cabin business jets.

"We started with five AOG technicians in 2013 and have grown that to 31 AOG/MRT specialists today. They're located in strategic areas, making it easier to support our U.S. and international customers," explained Sharon Klose, director of AOG/MRT & Satellite Locations for West Star Aviation. "They are our first 'boots on the ground' wherever an AOG aircraft is located.

"They are all highly experienced in the variety of

aircraft we specialize in," she added. "When they arrive on-site, they work with the customer to determine the best course of action to meet that operator's needs. The AOG/MRT team members are true representatives of all that West Star Aviation stands for."

## Customer needs met via satellite

While providing exceptional AOG solutions is the heart of West Star Aviation's AOG/MRT services, Klose said that the teams at the five satellite facilities are steadily becoming key players in meeting customers' growing requests for on-site inspections and repairs.

"Our AOG/MRT teams are directly connected to the satellite facilities so the technicians can easily travel to perform scheduled or unscheduled inspections and repairs at the customer's selected location," she said. "Customers like that a lot. It saves them time and money and ensures the aircraft is ready when the principal wants to travel."



## THE SOLUTION

- 31 dedicated AOG/MRT specialists provide remote airframe, engine, and avionics repairs
- 4 full-service locations and 5 satellites enable 24/7 response to customer needs
- AOG/MRT services in the U.S., Canada, Mexico, South America, and the Caribbean

[weststaraviation.com](http://weststaraviation.com) • 855-638-5381 • [AOG@wsa.aero](mailto:AOG@wsa.aero)



CHALLENGER • CITATION • CONQUEST • EMBRAER • FALCON • GLOBAL EXPRESS • GULFSTREAM • HAWKER • KING AIR • LEARJET • PIAGGIO



# Revolutionary antenna system makes satellite connectivity “Plane Simple.”

By eliminating the size, weight, and installation issues of prior-generation satellite communication (SATCOM) systems, Satcom Direct’s new compact Plane Simple two-LRU antenna system will enable operators of legacy business jets to finally enjoy all the benefits of high-speed connectivity.



If there’s one word that pretty much summarizes the way business aircraft manufacturers approach things, it would be “adaptability.” Over the years, airframes, engines, and avionics have all adapted to accommodate advancements in technologies and the changing needs of global operators.

Unfortunately, the same can’t be said for satellite/IP-based connectivity solutions. From the beginning, aircraft OEMs and operators have been forced to fit large antennas and multiple LRUs into the confined spaces of business jets to enable a connectivity experience.

And while the high complexity of those production installations can be justifiable for newer-generation aircraft, that’s not the case for owners and operators of many popular legacy aircraft. That means many business travelers have been unable to benefit from the productivity enhancements supported by true broadband connectivity in flight.

Today, Satcom Direct’s new Plane Simple antenna system is changing that for the better.

“There are thousands of Globals, Gulfstreams, Falcons, and other models with plenty of life left. But the complex installations of existing systems, coupled with rigid service options, have discouraged many operators from investing in broadband connectivity, which means their passengers are locked out,” stated Chris Moore, president of business aviation for Satcom Direct. “We looked at these platforms and said, ‘Let’s design a solution that is ground-up created for business aircraft.’ So we did.

“Our new two-LRU Plane Simple antenna system is much smaller and simpler to install than anything else ever introduced into business aviation,” he added. “Now customers can get a satellite system that is cost-competitive, delivers high performance, and is extremely easy to install in super-midsize and larger business aircraft.”





## Plane Simple Is Just Plain Smart

As Moore explained, not only were satellite system installations extremely invasive and expensive; another roadblock facing owners of many business jets was that the large, airliner-based systems' multiple LRUs took up valuable space inside the aircraft's baggage hold or cabin.

"Plane Simple removes equipment from that high-value interior space," he said. "The entire system is a small, tail-mounted antenna and a single LRU that's connected by simplified wiring—that's it. And it is all located outside of the pressurized area of the vessel. The installation is incredibly easy, which reduces installation time and budget, and coupled with the reduced overall system weight makes it more accessible and a much better investment for owners of a long list of legacy business aircraft."

Speaking of protecting owners' investments, Moore also explained that because satellite technologies and operators' needs are always changing, Satcom Direct has made the Plane Simple antenna system "band agnostic" between the Ku and Ka bands.

"It's the first time anyone has designed a system with that kind of flexibility for business aviation," he said. "It allows carriers to be more flexible with the services they offer going forward. Next-generation satellites will be software-defined, and that will allow bandwidth to expand dynamically."

"More importantly, the availability of those advancements to the customer needs to be able to expand at

a faster rate and at a lower cost," Moore added. "No matter what investments within the Ku- or Ka-band architectures Intelsat, Inmarsat, or other providers make, our open-architecture design means our customers will be good with that network for years to come."

## Where Adaptability Meets Capability

The components inside Plane Simple's unique compact antenna system aren't the only elements that Satcom Direct has adapted to meet the needs of global business aviation travelers. Along with delivering the best text, voice, and video capabilities, the company has upgraded its network operations center to help service providers improve each passenger's overall connectivity experience anywhere in the world.

"We've worked with our network partners to share information about that network's performance—areas of degradation, dropouts, and other interruptions," Moore said. "Our support team continually works with the satellite support experts to identify potential problems along that aircraft's route and fix them before it arrives. Our solutions are always evolving and adapting to find ways to be as efficient as possible and deliver the best overall service experience to the customer."



### THE SOLUTION

- First satcom antenna system designed specifically for business aircraft
- Compact two-LRU system enables broadband connectivity for super-mid to large cabin aircraft
- Flexible service plans align with how flight departments manage budgets



[satcomdirect.com](http://satcomdirect.com)  
1.321.777.3000



# Keeping Duncan Aviation's AOG Promise

From solving AOG issues anywhere in the world to performing scheduled maintenance at customers' locations, Duncan Aviation's Rapid Response Team (RRT) is committed to providing remote repairs to return aircraft to service quickly and efficiently.

No one remembers exactly when, but many years ago, a Duncan Aviation team member made the promise to "do what it takes to get the customer's aircraft returned to service as quickly and safely as possible."

To ensure that it could keep that promise no matter where a customer's aircraft was, Duncan Aviation created its Rapid Response Team in 1999.

"It started in Dallas but quickly spread to highly popular business aviation regions across the country," explained Andrew Arcuri, the company's Rapid Response Team assistant manager for the East Coast. "We began with mobile troubleshooting and AOG support for engines but quickly expanded into providing scheduled and unscheduled services for airframe and avionics systems.

"There is a lot of anxiety within flight departments to make sure that the aircraft is ready to go when the principal wants to travel," he added. "If there is a mechanical issue and the director of maintenance tells them it will take 24 hours to get it fixed, it better be 24 hours. That is the basis of Duncan Aviation's promise to customers."

To deliver on that promise and ensure that customers get the service they expect, the company has several procedures in place.

"Any call to our AOG number gets a response from a trained member of Duncan Aviation's Rapid Response Team within 30 minutes to determine the extent of the issue," Ar-



curi said. “They ask all the right questions. Then they pass that along to the RRT responsible for that area.

“Sixty minutes after that call, the RRT member will contact the customer with our plan on how we will solve the problem,” he added. “Lastly, we promise that for domestic AOGs, we will be on-site within 24 hours with the parts, tools, and expertise to fix that problem. And if we can’t meet that deadline, we are honest about the reason why.”

## The commitment behind the promise

Duncan Aviation has made huge investments to fulfill the Rapid Response Team promise to customers.

“We have 18 RRT dispatch offices around the country and over 30 specially trained technicians in our ‘work away’ network. They’re supported by 28 vehicles equipped with all the latest tools and equipment,” Arcuri said. “We also have the backing of our three MRO facilities, which have RRT representatives on-site and support our in-field experts.

“Each AOG situation is further backed by up to 11 points of contact here at Duncan Aviation,” he added. “We help put together the detailed plan of the required workscope, parts, logistics, and timing. Then

we all get together to clarify and coordinate our goals to line up with the customer’s expectations. That’s extremely important to all of us.”

Duncan Aviation—which says it already has the “largest independent road team in business aviation”—is expanding the scope of its RRT services to provide routine inspections and maintenance at customer locations.

“We are doing everything from routine engine and airframe inspections to detailed aircraft pre-buy inspections,” Arcuri explained. “This segment has grown enormously due to the convenience and cost savings our customers experience by not having to relocate their aircraft for routine work.”

That’s not the only segment of Duncan Aviation’s RRT business that has grown of late: its team is being called in with increasing frequency by aircraft and engine OEMs to act on their behalf during AOG situations.

“About 25 percent of our RRT calls are from OEMs,” Arcuri noted. “We’re very proud that they trust us to help their direct customers. Many of these operators are new to us. We take our responsibility to provide the best possible service very seriously, and are sure that we will exceed their expectations through fulfillment of our AOG promise.”

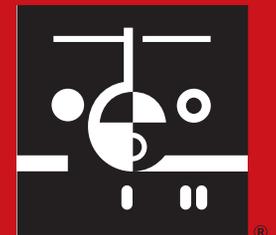


## THE SOLUTION

- 18 strategically based RRT launch sites ensure on-site response to AOGs within 24 hours
- AOG and scheduled maintenance for all major aircraft, engine, and avionics OEMs
- One call puts customers in touch with a Duncan Aviation AOG specialist



**DUNCAN  
AVIATION**



DuncanAviation.aero

402 470 4560



# GLOBAL COMMUNICATIONS AT A 'LOCAL CALL' PRICE

Airtext uses on-demand Iridium “burst messaging” to deliver affordable voice, email, and texting capabilities anywhere in the world and at any altitude while eliminating the need for costly Wi-Fi installations and full-time satellite connectivity.

Any business aircraft passenger will tell you that the ability to “stay connected” while in flight is critical. But accessing the internet while airborne can get very expensive. Since the vast majority of work communications are handled via lower-data voice, text, and email messaging, why pay for full-featured Wi-Fi connections that you don’t need?

“Airtext’s Bluetooth connection keeps the business passenger in a path that allows only email, talk, and text messaging,” says David Gray, president of Send Solutions (Airtext). “They can’t download videos or surf the web—which saves the flight department a lot of money. Airtext uses Iridium ‘burst messaging,’ which is a series of short data streams. It also uses sensors to see if there is any data ready for that user. That means it is not continuously connected to the network, which also saves money.”



Gray added that when all passengers have access to the aircraft’s expensive Wi-Fi system, it slows down—a lot. The solution is to add Airtext and give exclusive access to the Wi-Fi network only to C-level executives. That way, they’re assured of the speed they

need for video conferencing or streaming. Everyone else on the airplane will still have Email, Talk and Text capability using Airtext.

Another advantage of the Airtext solution is that it uses the Iridium NEXT satellite constellation, so crew and passengers enjoy global connectivity at any altitude—and with the same speed and security they experience on the ground.

“We have a number of ‘raving fans,’” Gray said. “One of our customers said, ‘Airtext provides 90 percent of your competition’s services at 10 percent of the price.’ We couldn’t have said it better ourselves.”



## THE SOLUTION

- Meets 90% of airborne connectivity needs at 10% of competing systems’ price
- Uses Iridium NEXT constellation to provide worldwide voice, email, and texting at any altitude
- Small footprint for easy installation in turbo props, business jets, and helicopters



[GOAIRTEXT.COM](http://GOAIRTEXT.COM)



# Introducing Opportunities and Inspiring Change

For over 30 years, Women in Aviation International (WAI) has provided everything from professional networking to individual mentorships to educational scholarships to help women the world over build long and successful careers in their chosen part of the aviation industry.

If you define determination as a “firm or fixed intention to achieve a desired end,” then you can certainly say that the pioneers who founded Women in Aviation International (WAI) were a determined group.

“Our organization started in 1990 with the purpose of helping women succeed in their aviation careers. Many aviation companies had only one woman in their organization, and they needed someone to communicate with,” explained Women in Aviation International CEO Allison McKay. “WAI gave them a way to share experiences and mentor each other. Many were, and still are, facing common issues.”

McKay said that while WAI remains dedicated to that original charter, the aviation industry’s growing need to attract more workers has necessitated that it increase its focus on inspiring and nurturing the next generation.

“We are faced with a severe workforce shortage, and we just can’t continue with the traditional way of finding people to fill that need,” she said. “We have to proactively

work to attract and develop a robust and diverse workforce going forward.”

And by “we,” McKay means all of WAI’s 14,000 global members and everyone else involved with aviation.

“Aviation is full of great opportunities,” she said. “On the upcoming Girls in Aviation Day [September 25], we are challenging all of our 150 global chapters to reach out and introduce aviation as a career path to non-traditional students. Anyone else involved with aviation can reach out to someone. Airlines are making it a priority. They recognize the critical need to find and develop the employees they require.

“Any company or individual can help,” McKay continued. “They can volunteer with ours or any other organization that is working to introduce students to aviation. They can act as mentors or give tours of their facilities. Anything that can act as a catalyst to inspire the next generation.”



## THE SOLUTION

- 30+ years of providing guidance, mentorship, and support for women in all areas of aviation
- Has distributed over \$14.5 million in scholarships for women pursuing aviation/aerospace-related careers
- Working to introduce more young women to aviation career opportunities



[www.wai.org](http://www.wai.org)  
937-839-4647

PHOTO BY CHRISTOPHER MILLER

# Expanding Everyone's Horizons

When the Organization of Black Aerospace Professionals formed in the 70s, its purpose was to provide better representation for black aviators. Today, the organization has expanded its goals to include introducing underserved youth to career opportunities throughout the aviation and aerospace sectors.

Everyone in the aviation field has one thing in common: someone introduced each of us to the wonders of flight. We may not all become pilots. But one of the great things about aviation and aerospace is that there are countless ways to be part of this industry.

The problem is, so many young people today don't get that first introduction. The Organization of Black Aerospace Professionals (OBAP) is dedicated to changing that.

"Everyone knows some pocket of their area that isn't being exposed to aviation and aerospace as a career," stated Joel Webley, OBAP's board chairman. "We need people to become influencers. For 45 years, we've modeled our career outreach efforts around building an end-to-end workforce development program.

"We start with middle-school students and go up through high school and into colleges with consistent engagement points throughout," he

added. "Our Aerospace Professional Development program helps nurture graduates who are ready to enter the industry. Everyone needs solid guidance, and that's what our members and industry partners provide."

Webley said that creating a more diverse workforce offers an additional benefit. "A far-reaching study by McKinsey showed that companies with a diverse leadership outperform those with homogeneous groups," he stated. "Yes, there's a feel-good part of the diversity story, but the bottom line is it's good for business. That's not communicated very much.

"The more diversity you have, the better outcome you will see, no matter what your performance metrics are," Webley added. "We need to do a better job of influencing students now so that the aerospace industry can benefit from added diversity in the future."



## THE SOLUTION

- Studies show diverse companies are more innovative, successful, and profitable
- OBAP is a membership organization aimed at exposing students to aerospace opportunities
- Funded over \$6 million in aviation and aerospace-related scholarships for underserved youth



OBAP.ORG





# Making You Feel at Home on the Road

From the earliest days of piston-powered private aircraft to today's world of ultra-long-range business jets, Meridian has seen a lot of changes during its 75 years. One thing that remains steadfast is the company's single-minded dedication to making every visitor feel at home.

While a 75th anniversary is significant in any industry, it's especially meaningful in business aviation. So much has changed, and so many companies have not been strong enough to survive. It has taken great determination and an unwavering love of aviation for the teams at Meridian's facilities at Teterboro Airport (KTEB) in New Jersey and Hayward Executive Airport (KHWD) in California to be celebrating the company's diamond jubilee in 2021.

"I took over running Meridian in 1974, and business aviation had already changed quite a lot over the years," said CEO Ken Forester. "When my father started the company in 1946, it was owner/pilots. People who just loved aviation. Today, the airplane has become a tool to quickly get from Point A to B."

But no matter whether they're flying for the sheer fun

of it or chasing that next big deal, every passenger who visits either of Meridian's locations is treated as if they were visiting an extension of their home facility.

"I think we've been successful by putting our customers' needs before our own," said Forester. "People recognize that and appreciate it. It's a small industry with a lot of word-of-mouth. If you do something unexpected, people tell their friends. For 75 years, we've built our reputation on that kind of personal service."

"We have customers who have been with us for decades," Forester added. "I think they come back because of our people. Everyone at both of our FBOs takes great pride in finding ways to put a smile on the faces of our customers. We want them to enjoy every element of their stay with us. That's what sets us apart."



## THE SOLUTION

- Celebrating 75 years of consistently exceeding private aviation travelers' expectations
- Teterboro and Hayward facilities consistently rank as top FBOs in leading surveys
- The two FBOs serve over 30,000 aircraft and 150,000 passengers annually

[meridian.aero](https://meridian.aero)





# Water, Water, Everywhere, and Not a Plastic Bottle in Sight

Elkay Manufacturing's new Smartwell beverage dispenser is revolutionizing how FBOs, MROs, and corporate operators provide chilled, filtered water while mitigating the growing plastic bottle waste problem.

**D**id you know that to stay hydrated all day, the typical male needs 101 ounces of water and the average female needs 92 ounces? That's about six bottles of water. It takes a lot more if you're out in the hanger or on the ramp all day. That adds up to a mountain of discarded plastic bottles, and all that waste is bad news for business aviation's carbon footprint.

But what is good for our combined sustainability efforts is Elkay's new Smartwell beverage dispenser. It delivers all the chilled, filtered water your employees and guests care to enjoy, while virtually eliminating all the plastic waste.

"It's become more common for people to carry their own refillable bottle with them, so this type of capability is becoming expected in commercial and public spaces," explained Elkay Senior Product Manager Marilyn Bombard. "We are seeing a growing number of FBOs in the Northeast and in Texas installing our new Smartwell systems.

"Staying hydrated is very important to good health and job performance, especially for people working outdoors," she added. "Because potential contaminants such as chlorine, lead, and particles are filtered out, Smartwell water tastes better, so people drink more."

Speaking of tasting better, Bombard also said that the Smartwell dispenser offers 70 flavor combinations. Options include still and sparkling water, 10 fruit flavors, and enhancements including vitamin C, electrolytes, caffeine, and zero-calorie sweeteners.

Another benefit to the system is that the Smartwell dispenser is a "connected" unit. It automatically sends status updates and information, eliminating the need for someone to periodically check filters and flavoring packet levels.

"The system saves customers money and time and reduces plastic waste," Bombard said. "But, most importantly, it encourages people to stay hydrated in a healthy way."

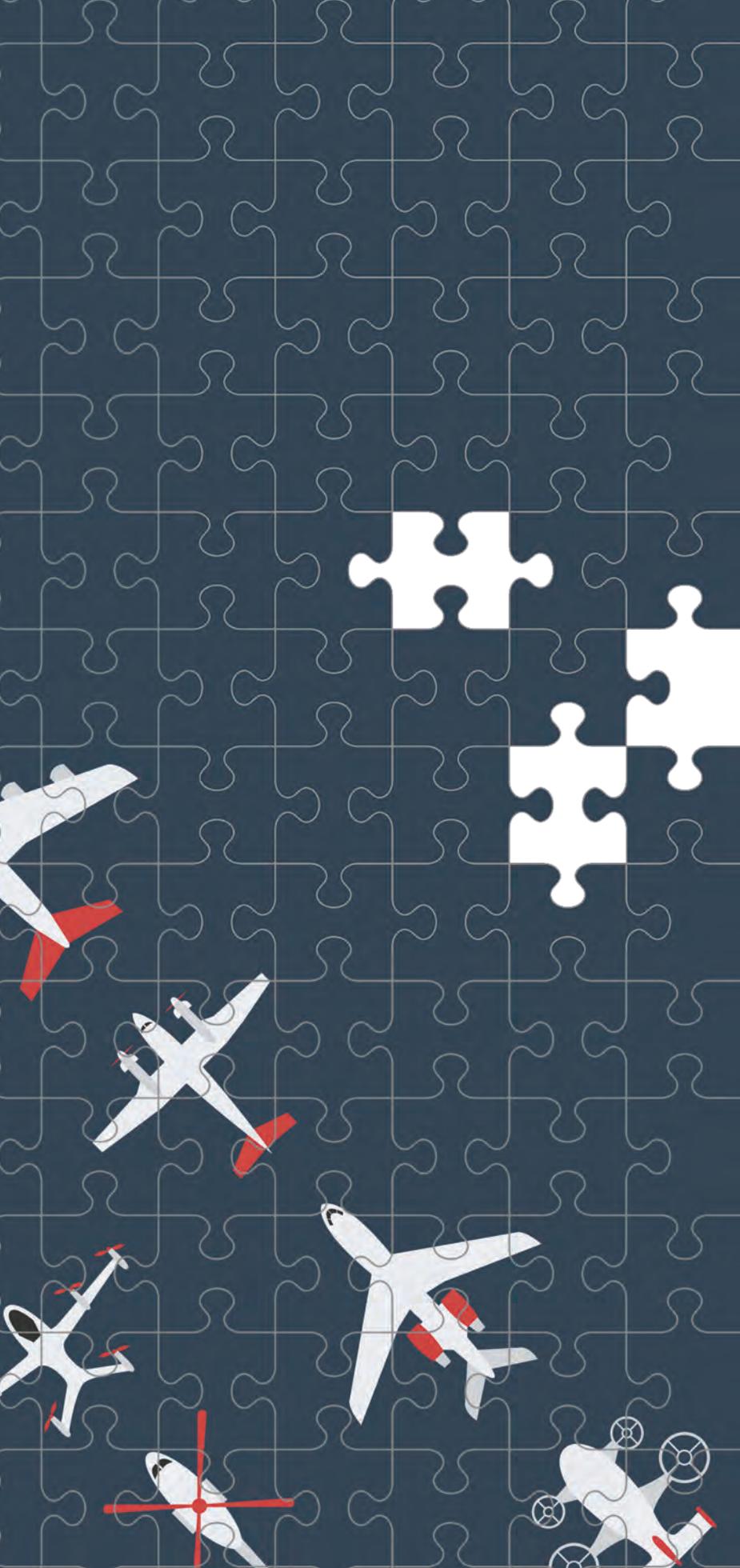


## THE SOLUTION

- Enjoy chilled, filtered, and flavored water at a fraction of the cost of single serve bottles and cans
- Still or sparkling water, plus 14 flavors and enhancements, provide over 70 beverage options
- Eliminates thousands of pounds of plastic waste per year

**ELKAY**   
smartwell™

[elkaysmartwell.com](http://elkaysmartwell.com) | 866-699-4507



# AIN, FOR 50 YEARS THE LEADER IN **GLOBAL CIVIL AVIATION** NEWS, ANALYSIS, AND DATA

Across our family of brands we are the information hub for the civil aviation community to learn, share ideas, and come together, leading to a safer, cleaner, more sustainable future.



**AIN**

The leading source for business aviation news, analysis, and data.

[ainonline.com](http://ainonline.com)



**BUSINESS JET  
TRAVELER**

Informing the private aviation market on what to buy and how to fly.

[bjtonline.com](http://bjtonline.com)



**FutureFlight**

The newest technologies that will power the future of aviation.

[futureflight.aero](http://futureflight.aero)

For more information on the AIN family of brands, including editorial and advertising inquiries, please visit [ainonline.com/AINfamily](http://ainonline.com/AINfamily)

## DC AVIATION AL-FUTTAIM UNITES QUALITY MADE IN GERMANY AND ARABIC HOSPITALITY

In everything we do, our goal is not only to meet your expectations but to surpass them. Our unrivalled FBO and VIP hangar facilities located at Dubai South guarantee your utmost discretion, comfort and convenience every time you fly.

Reach out to the team today to experience our passion for excellence.

