

### **What puts ELS ahead of other GSE maintenance providers?**

With the decision to outsource GSE maintenance, ELS appreciates that customers are looking to establish a partnership that will realize cost savings through efficient and attentive services as well as maximized equipment life and availability. To compliment these core objectives, ELS goes further by providing program transparency and vehicle maintenance detail that enables budgetary and planning decisions to be made for fleet replacement, operational changes and the introduction of proactive strategies to address trends noted in the condition and performance of the units. Using our proven GSE experience, ELS quickly assesses the maintenance priorities for each piece of equipment to better meet the needs for the specific environment and utilization demands in which it operates. By choosing ELS, you can rest assured knowing that your equipment will receive quality fleet maintenance and that you will be kept fully informed of the plans, schedules and day-to-day activity.

### **Where does ELS provided added value?**

We see our role as being more than just performing the required planned maintenance and repairs, it is providing the total customer service experience. This means immediately receiving a customer who enters our shop, quickly determining the problem, providing an estimated repair time and getting them back into action as quickly as possible. We know that each piece of equipment is vital to the operational efficiency of aircraft ramp movements, and understand our customers cannot wait for a convenient break in maintenance activities for them to be serviced. ELS maintenance programs and staff are exclusively dedicated to each customer, unlike what can sometimes be experienced with airport vehicle equipment operators that happen to have spare maintenance capacity. ELS design each GSE program to serve the specific needs and requirements so that our customer always has priority to any maintenance need. This approach allows our technicians to become intimate and knowledgeable about each piece of equipment and provide seamless operations that are fully integrated with those of our customer.

### **How will customers reduce costs with ELS Maintenance Services?**

At ELS we know that when a customer is considering a maintenance partner it does so with a view to achieving a step change improvement from the existing service level and its cost structure. We understand that each is looking to enhance operational performance and lower the total operating cost and for the service provider to stand with you during peak periods of demand to ensure that the equipment is ready to go. We know that a program that is only capable in providing “more of the same” is an acceptance of mediocrity, and this will not meet the needs of today’s challenging economies. ELS bring a band width of capabilities that ensure your selection of our services is rewarded through:

1. Improved vehicle reliability through quality workmanship and the use of experienced technicians

2. Diligent PM compliance that meet OEM and DOT requirements
3. Higher equipment availability; maintenance that is done right, the first time
4. Responsiveness to unscheduled repair with adaptable operations and customer centric staff
5. Inventory management; volume purchasing practices, asset protection and stocking limit controls
6. Safe working operations that meet and exceed OSHA requirements
7. Consistent quality through documented ISO 9001-2008 policies and procedures
8. Regular reporting and communication that keeps you part of the process
9. Clean and organized facilities that reflect upon the highest quality standards and pride of ownership

### **How is each ELS airport maintenance operation managed in this dynamic environment?**

We don't believe that any customer should be in a situation where they are forced to accept *Poor Performance + Good Excuses*. At ELS, taking responsibility, looking for solutions and not hiding from our commitments to meet whatever challenge may be occurring is simply the right thing to do. Each airport maintenance program is structured in compliance with our ISO 9001-2008 Certification, we then add the right mix of leadership and technical capability to build a team that is designed to deliver solutions rather than add complexity. By using vehicle information that is captured within our maintenance management software our technical teams are able to provide regular program reviews that identify opportunities for continuous improvement that will reduce or mitigate future problems. In this way we are able to proactively manage requirements, and align our operations with the goals of our customer.

### **What are ELS customers saying about your GSE maintenance programs?**

- ✓ *"I value ELS flexibility, the team assists in any way possible. I also appreciate the corporate support, the ELS team exceeds our expectations."*
- ✓ *"ELS are customer focused; provide quick response and offer suggestions when there are alternatives."*
- ✓ *"(ELS) is very astute and knowledgeable. Their communication skills should be commended."*
- ✓ *"I appreciate your crew rectifying problems before they become large ones."*
- ✓ *"I would like to think that my bag room employees have some of the best tugs at their disposal because we keep on them and your crew services them."*
- ✓ *"Please extend a warm thank you on my behalf, kudos to the GSE dayshift."*
- ✓ *"Good communication; ELS is willing to do what it takes; well rounded in GSE"*
- ✓ *"ELS have knowledge; know how to run a business; honesty; integrity."*
- ✓ *"Thank you (ELS) for everything; continue at the level of service we are today"*
- ✓ *"ELS Professionalism; Safety; Experienced folks maintaining the equipment."*

**Contact ELS today to learn how we can make a difference for your GSE maintenance needs.**