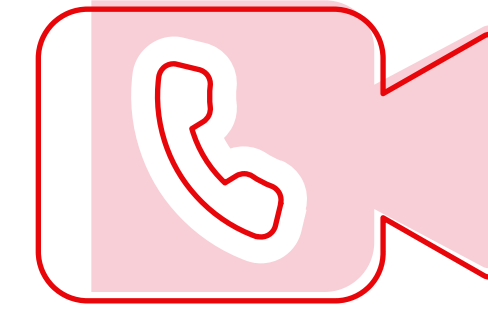# Kaleyra Helps Leonardo Offer On-Field Agent Assistance

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Vertical
Aerospace, Defence and
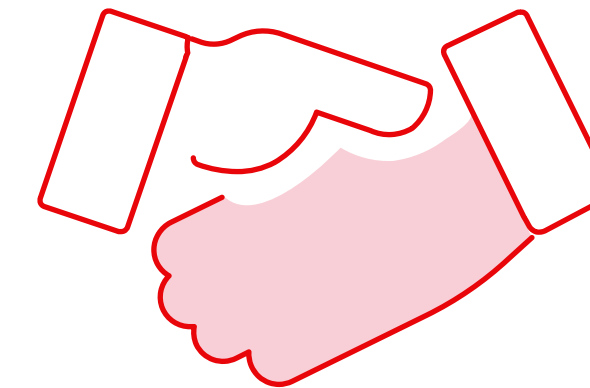Security (Industrial Enterprise)

Product
Video

Location
Italy

Client Since
2019

Effective communication is an extremely important aspect of the aerospace sector. Every day, millions of calls take place between pilots and copilots and other team players, including ground handlers, construction workers, aerospace staff, security personnel, operators, and other specialists.

All professionals in the aerospace industry must have a robust communication channel in order to stay connected and minimize the risks of accidents that could be prevented with adequate communication.

Here is a case study about how Leonardo uses Kaleyra's video solution to streamline the communication between the back-office staff and field operators in its helicopter business activities.

ABOUT LEONARDO

Leonardo is a leading company specializing in aerospace, defence and security. Headquartered in Rome, Italy, it has 180 sites worldwide.

The company plays a prominent role in major international strategic programs and is a trusted technological partner of governments, defence agencies, institutions and enterprises. Innovation, continuous research, digital manufacturing and sustainability are the cornerstones of Leonardo's business worldwide.
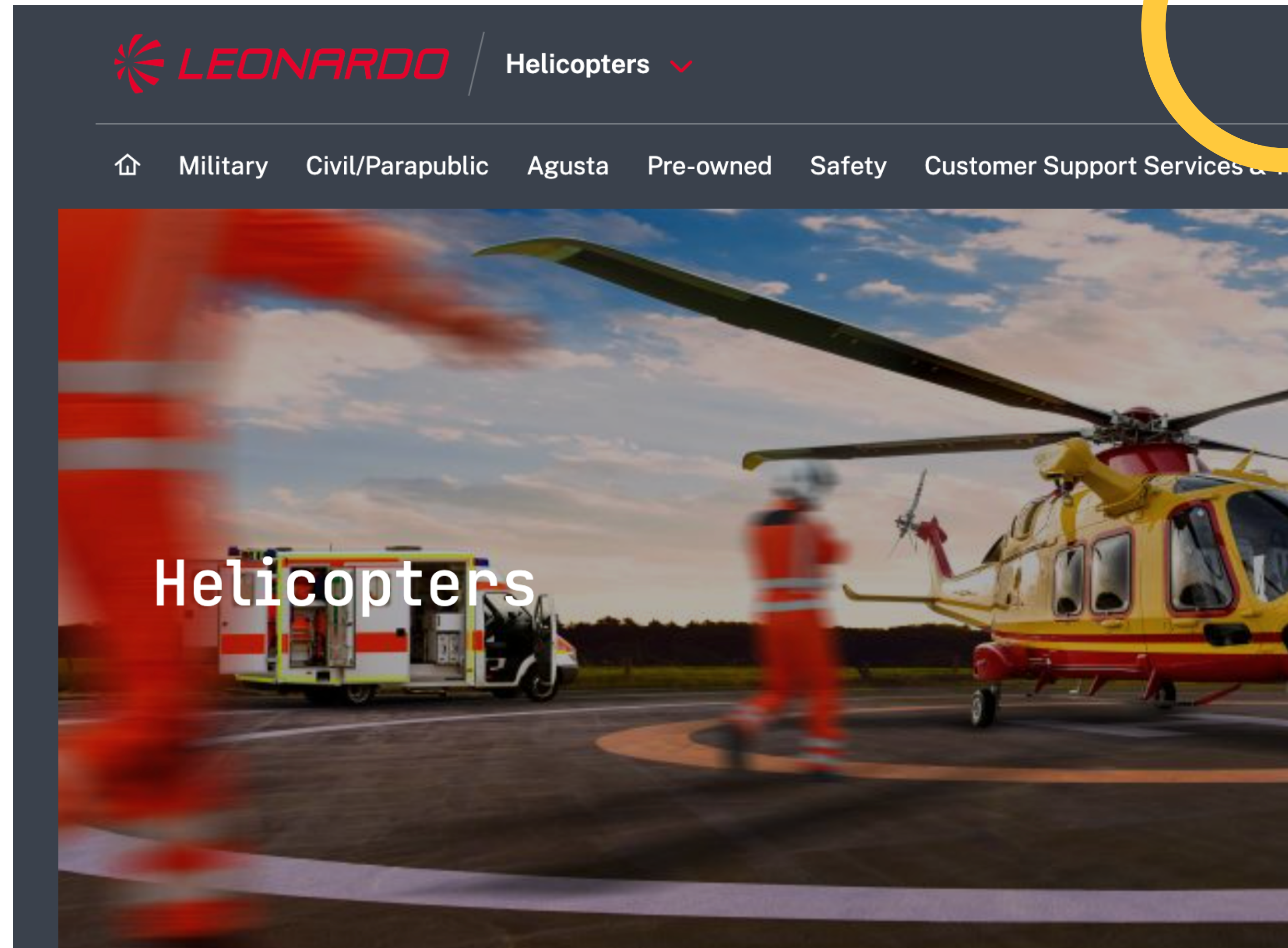
Leonardo's Goal

In the helicopter sector, Leonardo wanted to enable its back-office area to offer video assistance to field operators, with a multi-channel immersive experience for inspection work in inaccessible areas.

Leonardo's Key Requirement

Leonardo manufactures and supports a wide range of search and rescue helicopters for its customers. Therefore, innovation, excellence and quality are essential to Leonardo's production and maintenance processes. However, it was precisely where Leonardo identified opportunities to improve.

The helicopter inspection process at Leonardo requires the on-field operators to collaborate with the back-office support staff to successfully complete the comprehensive list of inspection tests. Earlier, Leonardo's staff used a voice channel to communicate internally. The process turned out to be too time-consuming and labor-intensive. In addition, the operators found it challenging to carry out the inspection process using only the voice channel. In areas that required expert advice, the operators wanted to connect with the back-office support team via a video call and resolve their queries in real-time.

Leonardo wanted to simplify the helicopter inspection process using a video calling solution that enabled seamless communication between the on-field operators and back-office staff.

How Kaleyra addressed Leonardo's requirements

Kaleyra Video simplified the inspection process by allowing on-field operators to interact with back-office experts through a new remote communication channel.

With a deep understanding of Leonardo's industry and its internal processes, Kaleyra developed an in-built video calling solution, which the operators on the field could use to video-call the operations center.

This solution completely transformed the inspection process, as operators now can show via a video call what they are experiencing and are able to receive real-time assistance from the experts whenever they need it.
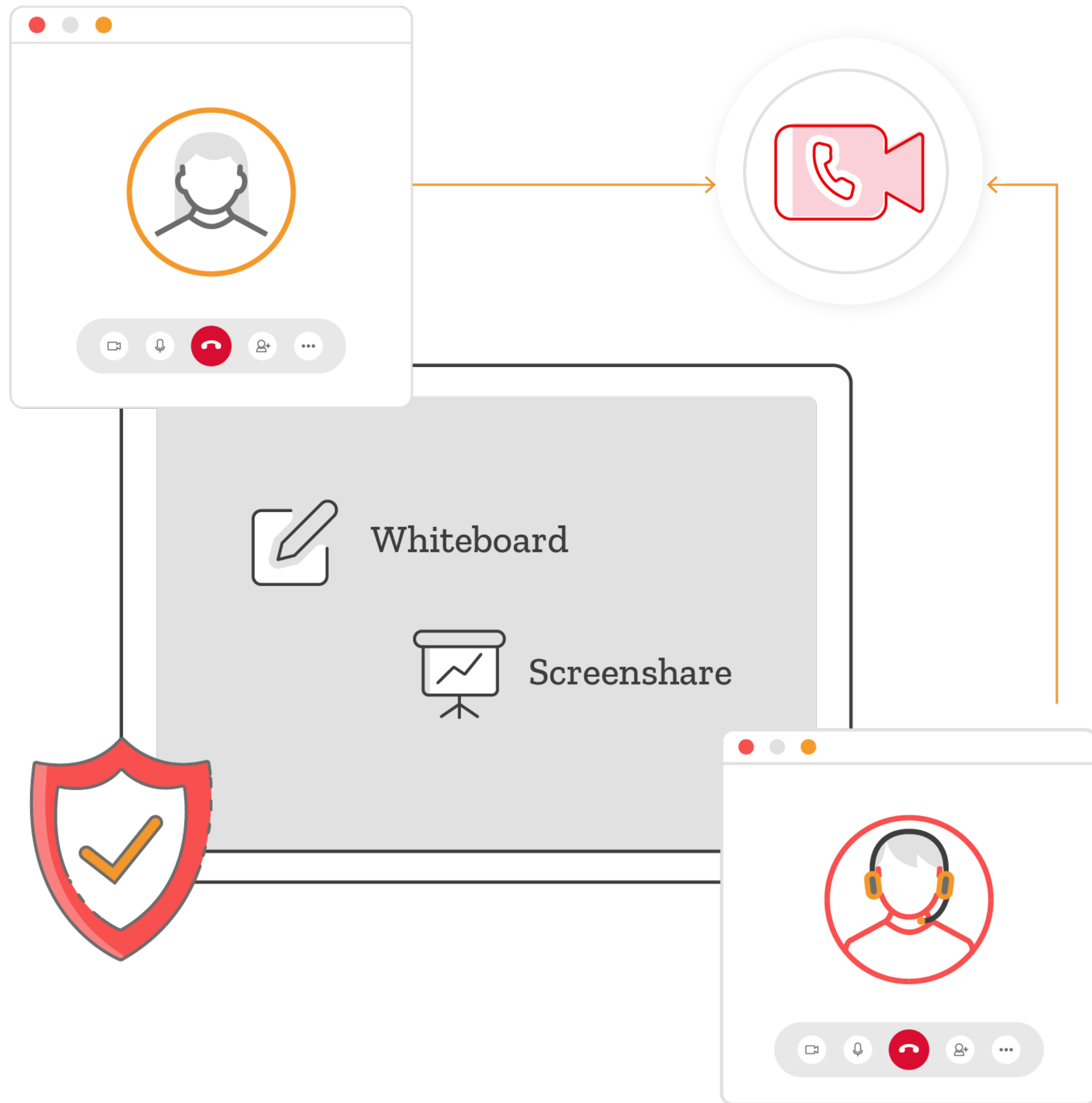
Real-time collaborative features

Our extensive video calling solution offers Leonardo many useful collaboration features like screen share and whiteboard, through which the back-office support team can provide quick remote assistance to the on-field operators to help resolve queries related to the inspection process in real-time and in a collaborative manner.

Whiteboard

Screenshare
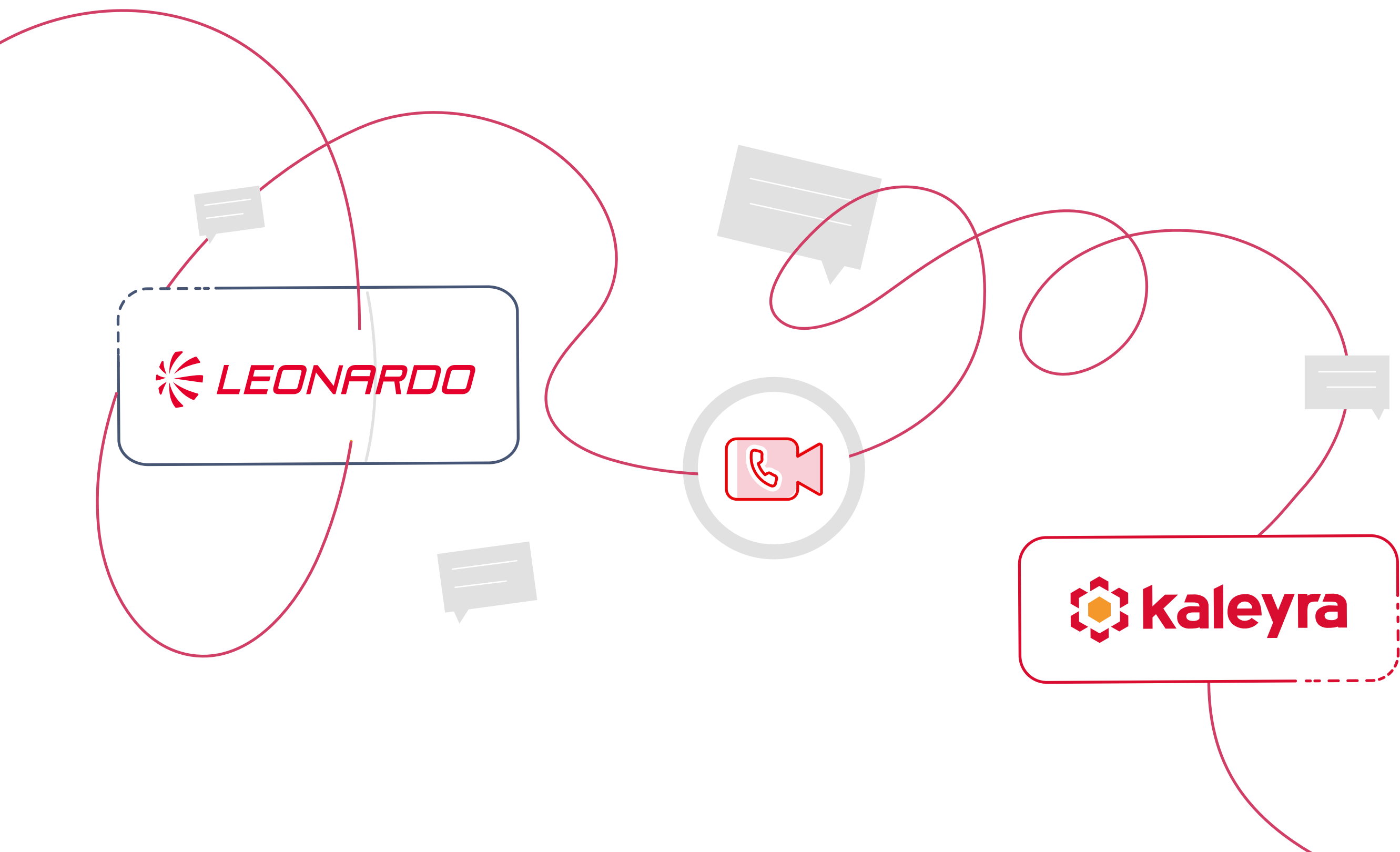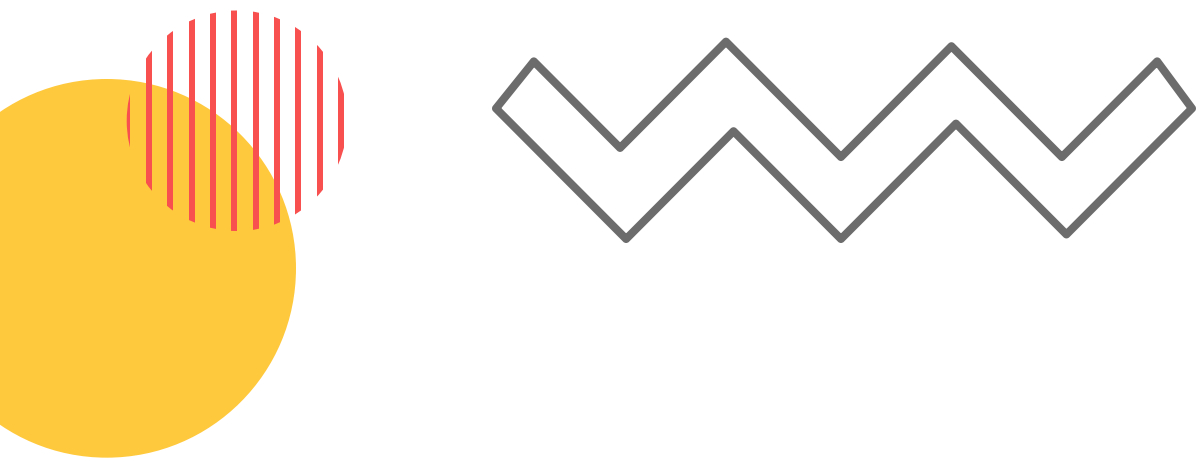
The Impact of Kaleyra-Leonardo's Collaboration

*Kaleyra's video conferencing solution has enhanced how Leonardo's on-field operators carry out their routine inspection process.*

LEONARDO

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# Some achievements since Leonardo switched to Kaleyra's video services:
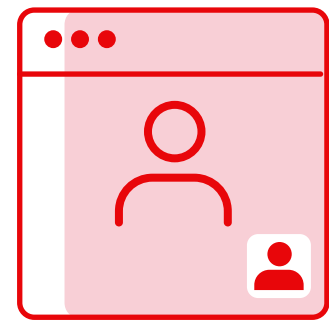
### Streamlined communication process

The transition from a traditional voice-based channel to a video-based communication model has helped Leonardo bring down the inspection time. Currently, **250** field operators at Leonardo are equipped with video-conferencing capabilities.
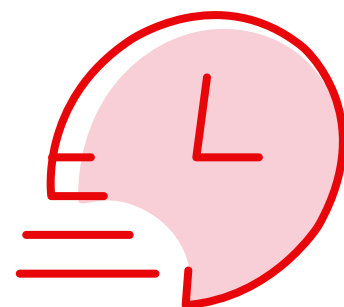
Faster inspection and resolution

The newly enabled video conferencing capabilities have tremendously helped the on-field operators with the inspection process. Whenever there is a need for additional support, operators can quickly video-call the back-office consultants to resolve any issue.

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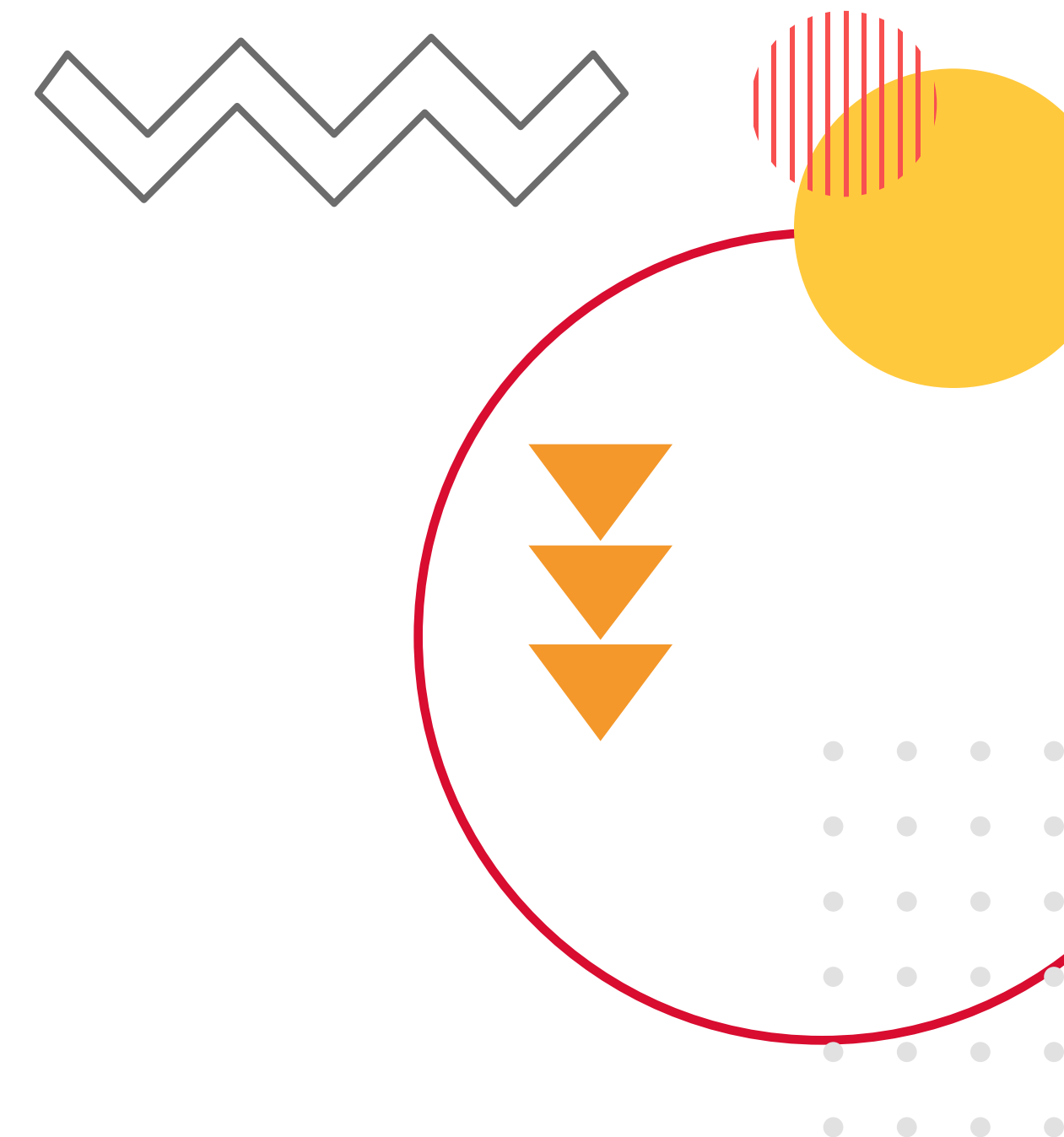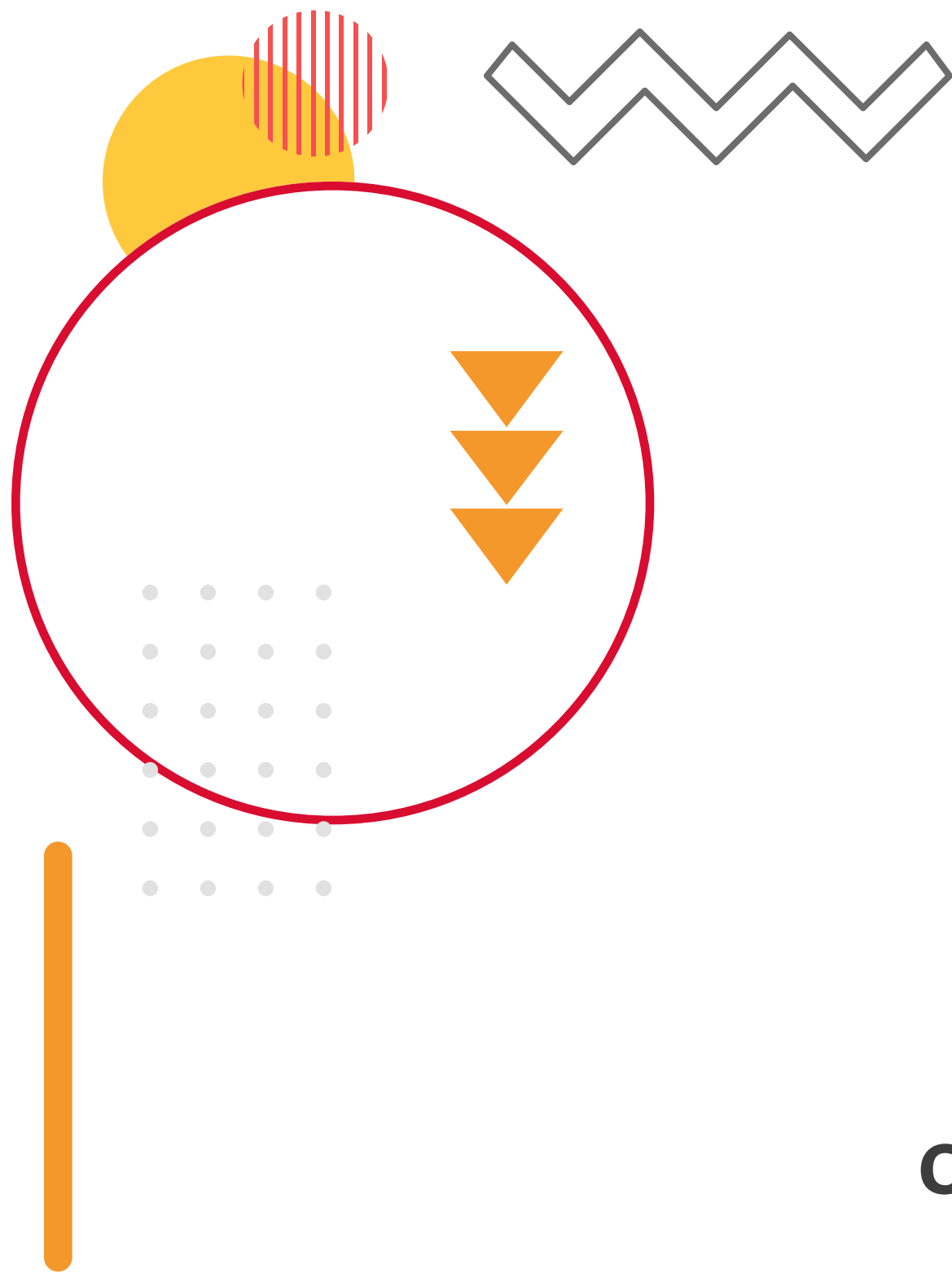
We're ready to help you design the perfect communication experiences for your customers.

Contact Us