



Fast actions and flexibility enabled Bristow to meet the urgent needs of a new client while providing a financial benefit to an existing one.

CHALLENGE: Provide support to a new client with an urgent need for helicopter services from Aberdeen, Scotland.

SOLUTION: Transfer the required aircraft from Stavanger, Norway to Aberdeen to meet interim needs while negotiating with an existing client for use of an available aircraft.

BENEFIT: The new client was able to continue operations without any unplanned downtime while the existing client realized a financial benefit by making their helicopter available for reassignment.

Flexibility, Availability Bring Value to Two Companies at Once

Bristow strives to consistently deliver on its promise to increase clients' productivity while reducing operational risks and costs. This example shows how the company was able to deliver these values to two clients simultaneously.

After an incident involving another operator's aircraft, ConocoPhillips UK had an immediate need of helicopter support from Aberdeen at a critical time to keep rig maintenance and new installations on schedule. As an interim step, Bristow received approval from ConocoPhillips Norway to immediately move an aircraft from Stavanger to Aberdeen to avoid any unplanned downtime.

Next, Bristow approached Statoil to negotiate the reassignment of an available aircraft that could be used by ConocoPhillips UK for an extended period. As a result of these actions, ConocoPhillips UK was able to continue its operations without interruption and Statoil reduced its costs by assigning the off-contract helicopter.

"ConocoPhillips was very satisfied with Bristow's support and that led to new business opportunities for Bristow in both the U.K. and Norway," says Bristow Norway Commercial Manager Heidi Heimark. "We were able to move on very short notice and meet client expectations for safety, service and overall high-quality performance."