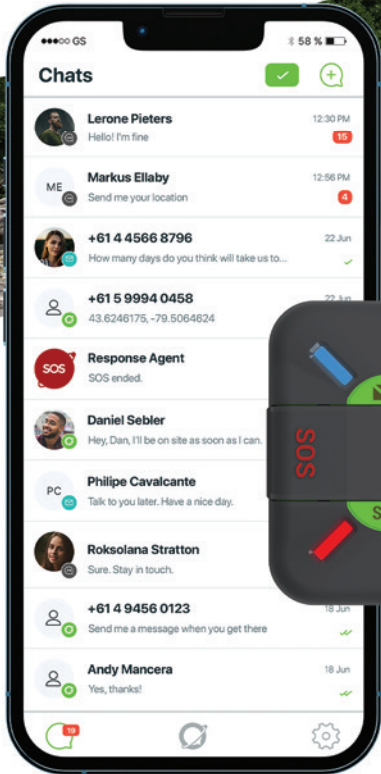


How ZOLEO Enables 49 North Helicopters to Communicate on the Fly



OVERVIEW

With a fleet of 10 aircraft based on Vancouver Island, 49 North Helicopters Ltd., operates year-round transporting passengers and providing services like sightseeing, aerial photography, heli-skiing, fire suppression and search and rescue. It also provides training for student pilots. As an aviation ‘jack-of-all-trades’, 49 North Helicopters serves customers throughout British Columbia and often operates beyond the reach of cellular coverage.

CHALLENGE

Factoring in the cost of the pilot, fuel and insurance, it costs thousands of dollars an hour to operate each aircraft. “In our line of work,” Bastian Fleury, pilot at 49 North Helicopters, explains, “you need effective communication. Whether it’s between our pilots and guides in the mountains or with our staff back at the hangar, time is money and safety is of the utmost importance. There is no room for miscommunication.”

For years, 49 North Helicopters had relied on FM radios to stay connected with its team beyond cell coverage, however, the technology was unreliable given the mountainous ranges their personnel operate across. The team had also tried a satellite messaging device but found its app complex to use.

With safety and connectivity top of mind, **49 North Helicopters needed an effective means of communication to relay emergencies, drop-off and pick-up times, weather forecasts and last-minute change of plans on the fly.**



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– Bastian Fleury, Pilot Instructor, 49 North Helicopters

SOLUTION

Having been referred to ZOLEO by a client, the company decided to try the device and see how it compared to their previous satellite communicator. Staff found ZOLEO much simpler to use. They also quickly discovered that ZOLEO made it easy for the team to share devices. "Being able to have two pilots use the same ZOLEO device in a day is a gamechanger. They just connect the device to the app on their phone and can start texting right away. At the end of their shift, the next pilot who takes over follows the same steps."

In addition to its ease of use, the team also found the reasonable price of ZOLEO to be a major deciding factor. "ZOLEO was far more affordable to purchase and operate in comparison to the other satellite communication devices we looked at," Bastian explains. "The plans are flexible and can be upped and downed during our busy season, or easily suspended when all the devices aren't needed."

The company continued investing in more ZOLEO devices to ensure the safety and connectivity of its team. **Today, ZOLEO is the main mode of communication between all the helicopter pilots, mountain guides and staff at their headquarters.** The entire 49 North Helicopter team uses the free ZOLEO app to keep all their conversations in one central place. "With ZOLEO, we feel confident that our messages are going to be received. Plus, it's so easy to reply. In just a couple of minutes, we can message back and forth. It is seamless and feels just like texting with cell service," Bastian explains.

In addition to equipping their personnel with ZOLEO, 49 North Helicopters has also begun leveraging their devices as part of their pilot instruction program. "We have our students use the Location Share+ feature for safety," explains Bastian. "We receive automated check-in messages every six minutes while the students are in the air. The added peace of mind is priceless."



OUTCOME

Today, 49 North Helicopters has a ZOLEO device assigned to each aircraft they operate so they're always connected. No matter which helicopter a pilot is flying, before they take off they can open the ZOLEO app and connect to a ZOLEO device in under a minute. "If someone requires an early pickup, all they have to do is send a text and we'll be on our way," Bastian concludes. "And, if an emergency occurs, we feel secure knowing that each pilot has a lifeline to trigger an SOS alert."



For more information on how ZOLEO can help connect and safeguard your employees, please contact Roadpost Inc., our Master Distributor in North America:

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