



Paris Air Show, June 2015

FALCON, A CUSTOMER-POWERED FAMILY OF AIRCRAFT

The customer experience is present throughout the Falcon life cycle, and has shaped our new services now on offer.

Falcon showrooms: dedicated to our customers

We opened two new showrooms in 2014, one in Paris, the other in New York, to help customers choose their cabin layouts. Directly addressing their senses and drawing on digital technology, these showrooms feature an ultra-realistic view of the customer's chosen configuration, even before we begin cutting metal. Customers are welcomed into a vast space designed to let them "see" the many layout possibilities. An ultra-high-definition projection wall gives them the feeling of already being on the aircraft. They can then look at, test and compare leathers, fabrics, wood trims and lighting, all as large as life, before making their final choice. And of course they can check out the latest communications and entertainment systems, along with tableware, materials and finishes. Through this interactive, innovative environment, we have simplified the overall specifications of the aircraft and making choices among a vast equipment catalog.

Falcon Airborne Support: fast, local customer support

Introduced in 2014, Falcon Airborne Support is our latest service innovation: it deploys a fleet of two Falcon 900s, one in Paris, the other in New York, to carry spare parts and / or maintenance crews anywhere in the world. It also provides alternative transportation for our customers.



MRO designed to maximize dispatch reliability

Our ambitious extended customer support program, covering services and capacity, reflects our ongoing focus on improving the dispatch reliability of our aircraft. We continue to expand our network of service centers as well, with two new facilities, one in Denmark, the other in Turkey. At the same time, we decided to open a new Dassault Falcon Service facility in Mérignac, France, to expand our ability to handle aircraft for maintenance, repair and overhaul, not only in terms of the number of aircraft, but also to accommodate our new, larger models. In addition, this expansion anticipates the growth of the in-service fleet over the next five to ten years.

High-value-added online services

In response to customer feedback, we have expanded our range of online services, and made sure that customers can connect from a PC, tablet or smartphone. The new Falcon Customer Portal is a complete service platform, providing nose-to-tail communications with our customers and guaranteeing 24-7 availability of support services. The Falcon Flight Doc, an application for pilots, is also available as an iPad app.

Optimized spare parts management

After reaching and exceeding our on-time delivery rate target of 98%, we are now ensuring higher availability of parts. Our distribution network, handled by our 13 regional warehouses, has been modernized to reduce the time needed to process requests and dispatch parts.

Over

2,000

**Falcon jets deployed
in 91 countries
recruitments**

More than

16

**million
flight-hours**