

TRACKING WITH CELLULAR

Paradise Helicopters, Hawaii



BACKGROUND & REQUIREMENT

Paradise Helicopters has been operating tours and charters around the picturesque Hawaiian Islands since 1997. They offer personable tours with a customer focus, which makes for a uniquely Hawaiian experience. They are Hawaii's first and only helicopter company offering carbon neutral seating.



Spectacular scenery on the Island of Oahu

They operate Hughes MD 500's and Bell 407's. One beautifully restored Hughes MD 500D is a replica of the helicopter that featured in the Magnum PI TV series, with its familiar brown, yellow and orange livery.

Paradise were in need of a tracking system that would accurately plot the path of their aircraft and be cost-effective long-term. They were well aware of the recurring monthly costs associated with satellite only tracking.

SOLUTION

Calvin Dorn, President Paradise Helicopters, saw the DZMx at Heli-Expo in Las Vegas and he wanted this cutting edge technology in his aircraft. It was a single lightweight panel mount unit with just a single additional USB port. This was simpler than the tracking systems he was familiar with.

Most of the time his aircraft would be operating in cellular coverage, so the DZMx cellular modem option would reduce his ongoing operating costs.



“ ... it is definitely reliable
and reliability is
everything... ”

INSTALLATION

The DZMx units were configured for satellite transmission, cellular transmission and GPS tracking and were installed by a private contractor in both airframe types.



Refurbishment including DZMx

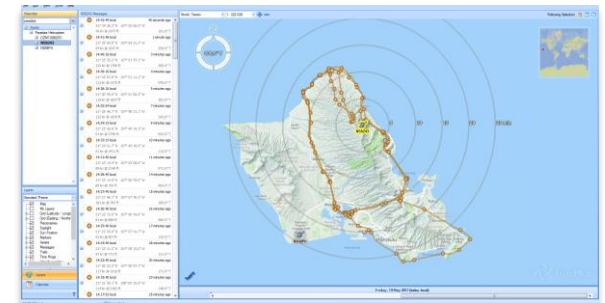
By default they switch from satellite transmission to cellular transmission when the aircraft is in range of a cellular network. The reverse applies when it goes out of cellular range. This switching occurs automatically and there is no loss of tracking data. One minute position intervals are the norm, when tracking by satellite, however Truepath© technology fills in the gaps and provides a detailed picture of the flight path.

TracPlus was the chosen mapping service provider and via their easy-to-use user interface, Paradise Helicopters are able to monitor takeoffs, landings, altitude, speed, direction changes and bearing.

"I like the DZMx cellular tracking and TracPlus... when I look at it in the cockpit I understand what it's doing, it's very simple... it is definitely reliable and reliability is everything... their support is immediate and helpful and you don't get treated like an idiot".

Calvin Dorn

President & Director of Operations
Paradise Helicopters



Tracking User Interface

RESULT

Safety is paramount for Paradise Helicopters and knowing where all their aircraft are at any-one-time is an important aspect. If one helicopter is behind schedule or if something unexpected arises, it provides some certainty and takes away all of the worry.

Accurate tracking provides business efficiencies. For example nearby aircraft are diverted when in range of another opportunity, or VIP limousines can be ordered and waiting on the tarmac as aircraft land. Noise complaints have been dealt with professionally and with precise data to report time, position and altitude.

As anticipated, the DZMx cellular capability has dramatically reduced the number of satellite positions and this has had major cost implications for the business.

Paradise Helicopters have been very impressed with the simplicity and reliability of the DZMx along with the immediate and helpful support that they have received from Flightcell International.



“ *Their support is immediate and helpful...* ”