

# DIRECT COMMUNICATIONS & SUPPORT

Bristow Search and Rescue

**Flightcell**<sup>®</sup>

ALWAYS CONNECTED.



## BACKGROUND & REQUIREMENT

Bristow Group is the leading provider of industrial aviation services offering helicopter transportation, search and rescue (SAR) and aircraft support services, including helicopter maintenance and training, to government and civil organizations worldwide. They have major operations in the North Sea, Nigeria, U.S. Gulf of Mexico and in most other major offshore oil and gas producing regions.



In 2013 Bristow Helicopters was awarded the contract to operate civilian SAR services on behalf of the Her Majesty's Coastguard in the United Kingdom (UK). This continued their proud British heritage in SAR - of which they already had a reputation for providing excellence.

The area of UK SAR operations ranges from Newquay in the South to Sumburgh in the far North. The fleet of brand new aircraft consists of Sikorsky S-92's and AgustaWestland AW189's.

The communications requirements for their helicopters was threefold:

- i. To be capable of Beyond Line-of-Sight communications at all times.
- ii. To be continuously tracked by the the UK National Maritime Operations Centre (NMOC) and the Aeronautical Rescue Co-ordination Centre (ARCC).
- iii. To initiate satellite voice communications from both the cockpit and cabin.



“ *The units are very reliable  
and Flightcell provide  
outstanding support...* ”

## SOLUTION

Bristow selected the DZM product platform to do the job. The DZM was an attractive proposition; being an all-in-one box solution with user-friendly keypad on the front and minimal wiring requirements. Capabilities included both satellite and cellular voice/data and GPS tracking. Flightcell Cradles were also chosen to safely store and charge Iridium portable phones.



Mission Management Console  
Example with DZM Installed

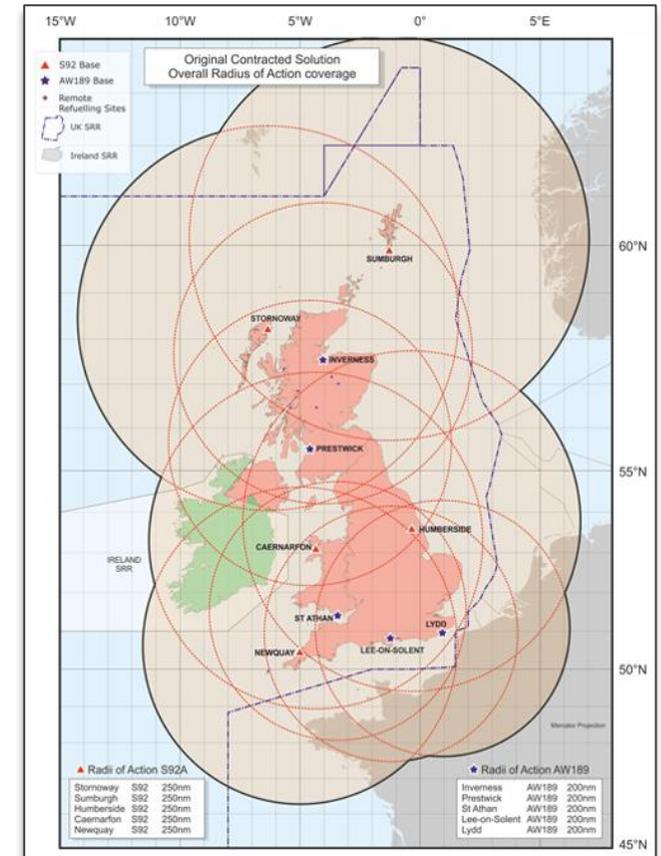
Initially DZM3's are installed in the S-92's cabins and DZM2's are used as slaves in the cockpits, allowing both the pilots and crew to make calls. In the cabin the DZM3's are part of the mission management console, which is manned by a winch operator and a winchman paramedic. This console has state-of-the-art thermal imaging, HD camera and tactical mapping equipment. DZMx units are factory installed on the AW189. Virtual DZMx Remote Heads have replaced the second DZM units and they are rendered on the mission management touch screens.

## INSTALLATION

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*"The Flightcell DZMx is an excellent, reliable product. Every one of our UK SAR helicopters has a Flightcell DZM unit on board for satellite and cellular telephone communications, but its primary use is in providing "in flight" real time tracking of our SAR helicopters. Flightcell have provided excellent tech support on the rare occasion it has been required."*

**Ian Middleton**, Engineering Manager – SAR, Bristow Search and Rescue



UK SAR Area of Operations

## RESULT

The Flightcell DZM units have fulfilled their brief and then some. They have been used many times to provide direct communications with people in difficulty in the mountainous regions of the UK. When climbers and hikers get lost or suffer an injury, their mobile phones can be dialled from the aircraft and the pilot and crew can communicate directly with the casualties, to get vital information and clues to their whereabouts.

The DZM units have been very reliable and Bristow are pleased with the support they have received from Flightcell. Their technical support staff have always been available and responsive, despite the time difference between the UK and New Zealand.



Sikorsky S-92 Ready for Action



“... the pilot and crew can communicate directly with the casualties, to get vital information and clues to their whereabouts.”