

Accelerating Repair Decisions Through Real-Time Remote Collaboration

How HAECO reduced aircraft downtime, improved communication, and maintained safety compliance by enabling seamless expert collaboration from anywhere.



85%

Faster aircraft turnaround vide collaboration between MRO teams, OEMs, and experts



80%

Reduced time in training & troubleshooting – knowledge capture & remote assistance



90%

Connected workforce on Smart Wearables & handheld devices for digital records

Client: HAECO Group

Industry: Aviation Maintenance, Repair, and Overhaul (MRO)

Scale: Global provider of aircraft engineering and maintenance services supporting international airlines Location: Hong Kong

Worker Environment: On-wing and in-hangar technicians handling complex structural assessments requiring expert validation

IT Environment: Secure hybrid cloud environment with video-enabled collaboration tools

Devices: Hands-free smart glasses for high-definition video streaming and Laptops/desktops for expert guidance

HAECO, a global leader in aircraft maintenance and engineering services, provides critical on-wing and in-hangar support to international airlines. Their technicians handle complex structural inspections and repairs that often require validation from OEM engineers and specialized experts located across multiple time zones.

Traditional communication methods—emails, photos, and conference calls—caused delays, limited visual clarity, and hindered decision-making when every minute on the ground mattered. Without high-fidelity video collaboration, engineers struggled to convey the full scope of structural damage or align on next steps efficiently. Travel restrictions and tight turnaround schedules made it increasingly difficult for experts to be on-site when needed. HAECO required a secure, real-time solution that could bring remote expertise directly to the aircraft—virtually—allowing their teams to act quickly and confidently.

"We tried traditional communication methods but were missing video quality as well as some collaborative functions,"

Solution: Telepresenz® Smart Ops™ for Digital Inventory Management and Remote Inspections

To bridge the distance between on-wing teams and off-site experts, HAECO deployed

Telepresenz Smart Ops with integrated Remote Video Assistance, enabling live visual collaboration between technicians and OEM engineers worldwide.

Using mobile devices, tablets, and hands-free smart glasses, technicians connected from the hangar or tarmac to remote specialists who could view their live feed, zoom in for detail, annotate directly on screen, and guide them step by step through complex repairs.

The solution delivered stable high-definition streaming even in low-bandwidth conditions, with secure session recording for compliance and knowledge retention.

Immediate escalation capabilities allowed issues to be resolved in minutes rather than days, while maintaining operational continuity without travel or disruption.

"Smart Ops gave our team a safer, smarter way to work — no juggling devices, no missed steps, and no gaps in compliance."

By implementing Telepresenz Smart Ops, HAECO accelerated its decision cycles and enhanced collaboration between frontline engineers and remote experts. Expert response time improved by 80%, while redundant inspections and site revisits dropped by 70%.

Aircraft turnaround times returned to schedule reliability, even during travel restrictions, and the new system improved data traceability and compliance accuracy across all maintenance activities.

Key Outcomes:

- 80% faster expert response time across global teams
- 70% reduction in redundant inspections and travel costs
- Improved operational reliability through real-time remote collaboration
- Enhanced compliance traceability with secure video and data records
- Safer on-wing operations with hands-free, live visual guidance "The ability for our experts to remotely control the camera and record videos is a great advantage," said a senior engineer. "Telepresenz answers our evolving needs. The team has been very supportive in optimizing the platform's benefits."

"Smart Ops has redefined how we inspect, document, and protect our workforce — all at once."

**About Telepresenz®**

Telepresenz® — AI-Powered. Frontline-Focused. Future-Ready. Telepresenz connects inspectors, engineers, and administrators through real-time collaboration and AI-powered operational workflows. With Smart Ops™, aerospace teams gain digital control over inspections, inventory, and compliance — turning complex maintenance programs into seamless, transparent, and efficient operations.