

Airbus FHS Predicts the Future to Keep the World Flying



In the fast-paced aerospace industry, where efficiency, precision, and reliability are paramount, Airbus Flight Hour Services (FHS) stands as a beacon of excellence. Airbus FHS delivers unparalleled aircraft uptime and cost savings through comprehensive material and maintenance solutions from its main headquarters in Toulouse, France. Airbus FHS has redefined operational efficiency and customer satisfaction by integrating Servigistics, the best-of-breed service parts optimization solution from PTC.

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When my colleagues ask me what we do, I tell them we predict the future. To meet our customer commitments and exceed their expectations, we need to know what they will need before they do.

– Clement Debray,
Inventory Optimization Expert at Airbus FHS



What does it take for Airbus FHS to predict the future? What is their formula for detecting trends and exceeding expectations?

The Challenge: Scaling Precision Amid Exponential Growth

As Airbus FHS expanded its fleet—doubling in size over the past four years with plans to double again by 2030—the complexity of inventory management continues to grow exponentially. Airlines, facing economic pressures and environmental challenges, increasingly turned to Airbus FHS for predictable, cost-efficient solutions. Yet, this puts added pressure on the team to adapt quickly to ever-evolving inventory management challenges.

Keeping a fleet of more than 1,000 aircraft in the air is no small feat—especially when each plane is made up of over 500 critical parts that must be meticulously optimized to ensure availability, safety, and efficiency. A mission-critical contribution comes from Servigistics, a best-of-breed service parts optimization solution. Airbus FHS relies on Servigistics to ensure forecast accuracy, optimize stock levels and balancing while accounting for lead times and their evolution, and maintain the highest possible aircraft availability at the lowest possible inventory costs.

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With Servigistics, we leverage cutting-edge service supply chain optimization algorithms to maximize forecast accuracy. With its powerful capabilities, we can predict the future, accurately, and deliver immense value to our customers.

– Clement Debray,
Inventory Optimization Expert at Airbus FHS



The Solution: Servigistics' Advanced Capabilities

Servigistics helps transform Airbus FHS' approach to service supply chain management. By utilizing sophisticated forecasting algorithms and simulation capabilities, Airbus FHS achieved:

- **Composite stream of Causal Forecasting and Best-Fit Analysis:** Continuous fine-tuning of Servigistics ensures optimal performance, adapting to shifting market dynamics and customer needs.
- **Scenario Simulations:** Airbus FHS models inventory budgets, values, and sizes to anticipate future demands and make data-driven decisions.
- **Procurement and Divestment Recommendations:** Servigistics' insights enable proactive planning, ensuring parts are available precisely when needed.

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Airbus FHS is a leader with its strategic vision and execution, using Servigistics effectively to maximize forecast accuracy and optimize inventory investments. Their achievements are remarkable and set a standard for the entire aerospace industry.

– Marcos Magalhaes,
Director of Servigistics Services at PTC



Results: Delivering Excellence to Customers and Passengers

The partnership between Airbus FHS and Servigistics has yielded significant outcomes:

- **Enhanced Forecast Accuracy:** Precise forecasting enables seamless coordination with suppliers and repair shops, ensuring uninterrupted operations.
- **Increased Aircraft Utilization:** With the improved inventory availability enabled by Servigistics, higher aircraft availability and reduced Aircraft on Ground (AOG) instances translate to improved on-time departures and enhanced customer confidence.
- **Operational Cost Reduction:** Lean inventory management and reduced maintenance downtime help airlines achieve predictable, measurable success.

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When we travel for business or leisure aboard Airbus aircraft, we gain an added sense of confidence in on-time departures and reaching our destinations as planned.

– Marcos Magalhaes
Director of Servigistics Services at PTC

The impact of Airbus FHS reaches far beyond operations, strengthening the trust and reliability that underpin Airbus' broader commercial reputation.

Collaboration Across Airbus: A Unified Vision

The success of Airbus FHS is built on a foundation of cross-department collaboration within Airbus. Teams from Airbus Helicopters, Airbus Defense and Space, and Airbus FHS regularly come together in workshops to share knowledge and exchange best practices in service supply chain optimization. This unified approach ensures that diverse perspectives and expertise are leveraged to drive continuous improvement.

Soaring to New Heights with Servigistics

Airbus FHS' journey with Servigistics underscores the transformative power of advanced service parts optimization. By predicting the future with unparalleled accuracy, they ensure aircraft stay in the skies, delighting customers and passengers alike. Airbus FHS remains at the forefront of innovation as the aerospace industry evolves, setting new benchmarks for operational excellence. With Servigistics as an enabling solution and trusted partner, the future of Airbus FHS is bright as they soar to new heights.



Our cross-department collaboration is a key differentiator for Airbus. By bringing together expertise from across the enterprise, we unlock innovative solutions and ensure we're always advancing our service supply chain capabilities to meet and exceed customer expectations. ...Working with Servigistics experts at PTC, we have seen performance improvements every year thanks to close collaboration and a commitment to innovation.

– Clement Debray,
Inventory Optimization Expert at Airbus FHS

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