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Safety, Uptime and Service Lead to New Contract with Hess

CASE STUDY



CHALLENGE: Dislodge a long-time provider of helicopter service to Hess and secure a two-year contract to provide transportation to Hess platforms in the Gulf of Mexico.

SOLUTION: Demonstrate Bristow's outstanding safety record, superior uptime performance and excellent customer service.

BENEFIT: The new contract reduces Hess' non-productive time, offers improved aircraft uptime and provides savings through the elimination of tax-related costs.

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After the drilling moratorium in the Gulf of Mexico was enacted in 2010, Hess shut down all of its Gulf drilling operations. When the moratorium was lifted six months later, the company began preparations to resume drilling.

A request for proposal (RFP) was issued to Bristow and two other operators in the Gulf for helicopter services. Hess specifically requested Sikorsky S-76C++ aircraft, of which Bristow has more than 80 in its fleet.

"As a result of being able to demonstrate superior up-time performance, an outstanding safety record and excellent customer service, Bristow was successful with its proposal," says Business Development Director Kade Monlezun.

Shortly after the award, Bristow began further negotiations with Hess in order to provide all of their Gulf of Mexico flying and consolidate their entire operation at Bristow's premier facility in Galliano, Louisiana. Bristow was successful in this effort too, unseating a competitor that had been providing this service for the past 15 years.

Given an opportunity to support a two-year drilling program with Hess in the Gulf of Mexico, Bristow demonstrated superior safety and service to become the provider of all of the company's helicopter services in the Gulf.



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