



# STARR INSURANCE COMPANIES

—  
*Delivering Cost and Time Savings*

# DELIVERING COST & **TIME** **SAVINGS**

For 30 years, Jet Support Services, Inc. (JSSI), has been the leading independent provider of hourly cost maintenance programs to the aviation industry. In addition to providing budget stability to clients, JSSI routinely solves a variety of client maintenance issues—from sourcing parts in response to an aircraft-on-ground (AOG) event to identifying the right repair facility for a major scheduled overhaul. JSSI Advisory Services was launched in 2017 to expand these service offerings with a range of consulting services that utilize JSSI's global network of technical advisors and decades of operational data. The following case study highlights how the technical experience of JSSI Advisory Services adds value to the aviation insurance industry.



## THE JSSI ADVISORY SERVICES TOOLBOX

### **VOLUME DISCOUNTS**

JSSI manages maintenance events for over 2,000 aircraft each year. This level of maintenance activity allows JSSI to negotiate volume pricing for clients of JSSI Advisory Services and brings them preferred rates at maintenance, repair and overhaul (MRO) facilities worldwide.

### **TECHNICAL ADVISORS**

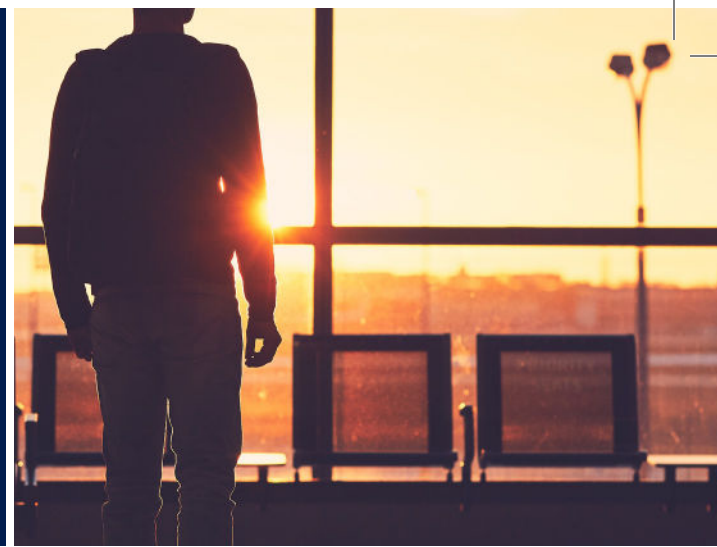
JSSI Advisory Services provides a unique set of consulting services to businesses and individuals who require specialized advice on all aviation maintenance matters. With direct access to more than 70 technical advisors strategically located around the world, including certified mechanics with years of experience working for manufacturers and leading MRO facilities, JSSI Advisory Services provides sought-after independent expertise, oversight, and exceptional problem-solving skills for clients when they need it the most.

### **PARTS PURCHASING**

JSSI Advisory Services is able to secure parts for its clients through its affiliate, JSSI Parts. This means that clients have rapid access to hard-to-find spares and parts at competitive prices, all through one business relationship.



# OVERVIEW OF STARR INSURANCE COMPANIES



Starr Insurance Companies is a leading insurance and investment organization with a global presence. Starr provides property, casualty, accident and health insurance products as well as a range of specialty coverages including aviation, marine, energy and excess casualty insurance.

Starr and JSSI came together to design an innovative program that would allow qualifying Starr clients to utilize JSSI's services during the aircraft-related insurance claims process. As part of this relationship, Starr's clients are able to rely on JSSI's expert maintenance event management team, which liaises with trusted MRO facilities around the world to coordinate foreign object damage (FOD) events and provides technical oversight throughout the process.

## MAINTENANCE EVENT MANAGEMENT

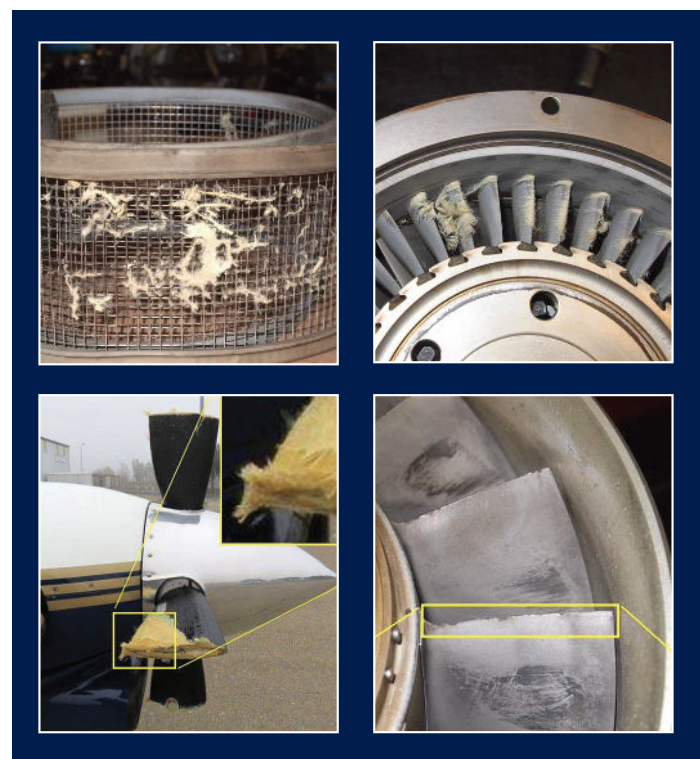
Following a gear-up landing in early 2018, JSSI Advisory Services provided event management support to a Starr client. The landing had caused a sudden engine stoppage and subsequent ingestion of propeller material.

A JSSI technical advisor responded and guided the removal of the damaged Pratt & Whitney Canada (P&WC) PT6A-34 engine from the aircraft and arranged transportation to a P&WC approved MRO facility for repair. To expedite the repair process and meet all maintenance requirements, JSSI Advisory Services developed a customized maintenance event plan.

At every major milestone throughout the repair process, a dedicated JSSI technical advisor worked closely with

Starr, the client, and the maintenance facility to ensure all repair guidelines were followed and quality standards adhered to.

*"We approached the MRO chosen by the aircraft owner and coordinated delivery of the engine to their facility. Once on-site, we proceeded to carefully evaluate the damage," commented Tony Rossi, the P&WC technical advisor at JSSI who managed this event. "While the initial visual inspection of the engine confirmed minor damage, we observed that the engine was still in good condition overall."*





## STREAMLINED PURCHASING

The damage incurred during the landing required the engine to be disassembled to ensure compliance with P&WC requirements for situations where a sudden stoppage, heavy landing, or FOD event has occurred. Contaminates had also been ingested into the compressor during the incident, which meant the gas generator section had to be disassembled to access the bleed valve, fuel control unit air supply line and secondary air system elements. In addition, the propeller shaft and number six bearing had to be replaced to comply with the sudden stoppage repair procedures.

*“After a thorough inspection, we reviewed the engine’s discrepant material list and quickly liaised with our colleagues at JSSI Parts to source in-stock engine materials. Our goal here was to not only expedite the entire process but also significantly lower the price of the repairs,” added Rossi. “With full access to the JSSI Parts inventory and network, our client benefited by receiving an excellent price on parts used in the repair.”*

## RESULTS

When a damaged in-service part is replaced with a new part the insured is typically required to pay for the hours consumed on the damaged part. However, the use of overhauled and in-service parts in this case allowed both Starr and its client to avoid any additional payments. As an added benefit, the JSSI representative was able to provide Starr’s client with additional “wear and tear” parts not covered by the insurance claim at a reduced cost.

The global buying power of JSSI Parts resulted in a 20 percent savings when compared to the original parts quote from the MRO. This discounted parts purchasing, combined with the expert event management at each stage of the repair, significantly reduced engine downtime and the final cost to Starr and its client.

*“This was a perfect collaboration of efforts. JSSI continues to enhance our customers’ experience and streamline the maintenance claims process. Ultimately, many clients experience faster times for their aircraft to return to service and reduced maintenance costs during a repair,” commented Kyle Sparks, Chief Underwriting Officer at Starr Aviation. “Our qualifying clients have access to a seasoned JSSI technical advisor on-site for many unexpected maintenance events.”*



— **20%** —

**SAVINGS**  
VIA JSSI PARTS

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This was a perfect collaboration of efforts. JSSI continues to enhance our customers’ experience and streamline the maintenance claims process.

**KYLE SPARKS**

CHIEF UNDERWRITING OFFICER AT STARR AVIATION



## JSSI-STARR RELATIONSHIP

JSSI and Starr Insurance Companies are independent entities, and JSSI is solely responsible for the services it renders. Starr's clients are not required to use JSSI's services in the event that a covered aircraft experiences a loss.

**JSSI** | ADVISORY  
SERVICES



## FURTHER INFORMATION

For more information on JSSI Advisory Services  
and additional JSSI programs and services:

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