Boeing Reaches $1 Billion E-Commerce Parts Milestone as Digital Advancements Speed Pandemic Recovery

- Boeing reaches $1 billion in online orders in record time for the company

- Boeing parts distribution offerings and digital advancements position customers for quicker pandemic recovery

DALLAS, Aug. 26, 2021 — Boeing [NYSE:BA] hit an e-commerce milestone in record time for the company, reaching $1 billion in online orders more than three months faster than ever before. The milestone was driven by e-commerce advancements and increased demand from commercial services customers, indicating the continued market recovery from the impact of COVID-19.

“We’re seeing innovation accelerated by necessity across our services business as the aerospace industry emerges from one of the toughest periods we’ve faced,” said Ted Colbert, president and chief executive officer, Boeing Global Services. “The aftermarket supply chain solutions Boeing provides, such as parts support, are an essential service for our customers as they emerge from the pandemic. The digital advancements that we’re driving enable us to be nimble in our response to the uneven recovery and simplify how Boeing supports our customers.”

As of 2021, customers are now able to purchase from all product lines on the Boeing Distribution, Inc. (formerly Aviall) online parts page. Previously, there were portions of the aftermarket parts offerings that were only available via phone or email purchasing.

A concentrated effort by Boeing’s distribution and technology teams accelerated reaching the milestone by enabling more customers to use e-commerce online purchasing, increasing the digital customer self-serve ordering from 75% in 2020 to 85% so far in 2021. The digital shift, including new features such as improved navigation and ‘live chat’ functionality, is focused on simplifying customer transactions and solving for issues that typically cause challenges when buying online.

“Reaching this milestone represents our distribution and technology teams’ commitment to finding new and better ways to serve our customers, as well as our customers’ taking advantage of this service to easily access spare parts support they can rely on,” said Giovanni Spitale, vice president of Commercial Parts, Boeing Global Services. “We are on a continuous improvement journey for our customers and digital enhancements enable us to set the standard for excellence in supporting of their aftermarket parts needs.”

Aftermarket customers can access more than 16 million parts with Boeing, as well as 24/7 technical expertise and support on spare parts issues.

As a leading global aerospace company, Boeing develops, manufactures and services commercial airplanes, defense products and space systems for customers in more than 150 countries. As a top U.S. exporter, the company leverages the talents of a global supplier base to advance economic opportunity, sustainability and community impact. Boeing’s diverse team is committed to innovating for the future and living the company’s core values of safety, quality and integrity. Learn more at www.boeing.com.

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