

DEFENCE AEROSPACE
CUSTOMER SUPPORT AND SERVICE

Performance and peace of mind

Piloting the success of your mission!



What customers need today: optimum support and service solutions

There's a transformation
happening in the world
of defence aerospace.
This transformation
is accelerating at
unprecedented speed.

To ensure the success of their missions, customers rely on increasingly complex systems. They are looking beyond standard maintenance and recognising the added value of a truly robust scope of service offerings.

Their challenges are diverse. Some are facing tighter budgets, whilst others are expanding their fleets. Some are extending the operational lifetime of aging platforms, whilst others are launching new platforms. But despite all their differences, there's one thing they all share: a serious determination to enhance operational capabilities and remain within budget.

So naturally, their expectations are increasingly high. They're looking for better availability; effective training in both maintenance and usage; performance-commitments; risk controlling; improved Total Cost of Ownership; complete lifecycle services – and all this within flexible contracts that are truly adapted to their needs.

Through such a fast-paced evolution, only a highly skilled industrial partner can help customers get the most out of their decisions. And that's where Thales comes in!



300
CUSTOMERS AROUND
THE WORLD

1,500
EMPLOYEES

Thales is ideally positioned to support your mission

Innovation

- R&D
- Documentation, Simulation
- New contractual schemes
- Information systems

Industrial background

- Complex systems engineering
- Maintenance repairs & spares
- Modernisation & life time extension
- Supply chain management
- Training

Customer Base & Care

- Worldwide basis
- Air Forces, Navies, Joint Arms
- Partners network, local activities
- Interface tools

The true European expert in Life cycle support optimisation

With a powerful global presence and more than five decades of proven service for French and international armed forces, Thales has built a solid reputation for technological innovation. Today, we're a world leader including Radar, Electronic Warfare, Optronic, Communication and Avionic support and service.

We fully understand your unique needs and are able to address them with a wide scope of tailored support and service. We provide everything from basic repairs and intervention to full, flexible and upgradeable service contracts, which can include all types of maintenance, modernisations, training, supply-chain management and much more. We support the people dimension: how to improve the skills of line maintainers, operational people and crews. Sharing knowledge has become a key issue in our increasingly complex world.

It doesn't matter if your equipment is state-of-the-art or a half-century old; we service various types of platforms to ensure optimal performance and availability. In fact, we can even partner up with other manufacturers to ensure the best possible solution for third-party equipment.

Whatever your needs, when you're looking for high-impact optimisation, Thales is perfectly positioned to make it happen!



Choose the solutions level that fits your

The era of rigid cookie-cutter service solutions is over. You need a contract built perfectly around your objectives.

That's why Thales has carefully structured its offering around modular elementary services to bring a greater level of flexibility to your mission-specific requirements.

To develop the optimal solution for you, we apply an essential 2-phase approach: First we conduct rigorous analysis, run trade-offs, and consulting depending on your requirements. Then we work closely with you to tailor it specifically to your needs. Through this balance of expertise and personalisation, we're able to deliver the most effective solution every time.

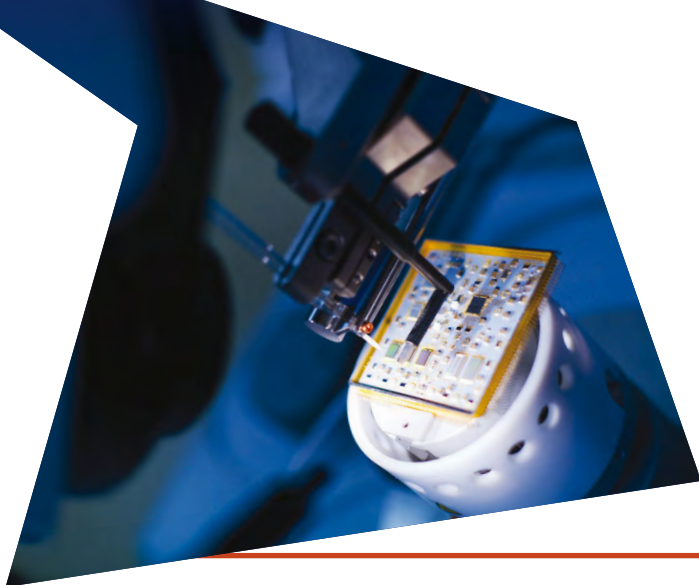
Thales leverages six types of service domains to create the perfectly adapted contract for your needs...

Support

When it comes to support, virtually everything is possible. Our level of involvement can be as elementary as case-by-case intervention for repairs and spares deliveries, or as comprehensive as a multi-year performance. How much we do is up to you.

Availability Commitment

Achieving high fleet availability at the best price is a key demand for armed forces. We guarantee full availability of your equipment. Backed by our constant operational-feedback analysis, we're able to offer you performance-based logistics contracts that are based on a genuine cost- and risk-sharing commitment and perfectly adapted to your specific environment.



MORE THAN

15,000

REPAIRS EACH YEAR

1,500

TEST BENCHES
IN OPERATION

needs

Modernisation and lifetime extensions

Increase your performance, extend in-service life by moving up to the latest cutting-edge technology and solving obsolescence issues. We can analyse and test your current ground or airborne equipment, advise you on smarter ways to optimise it and propose functional upgrades, overhauls...



Education and training

Through hands-on instruction and real-life simulations, we can offer your operational and maintenance teams multiple types of high-fidelity training sessions to diagnose issues and maintain equipment, quickly and accurately, from initial training to full expertise. We also train your mission system operators to interpret data directly, identify concerns, intervene without help and solve problems faster.



Consulting and assistance

Set your goals and we'll propose ways to make them a reality. What's your ambition? Better availability? Increased responsiveness? Enhanced supply-chain logistics? Lower operating costs? Extended lifetime of aging equipment? Just outline your objectives with us, and we'll evaluate alternatives. We can also assist you in implementation of the action plans.

Managed Services

This is the ultimate high-value scenario to optimise your mission. We take care of everything so you can focus on your mission. Whilst we keep ownership of the system you use, we remain committed to making it fully available, meticulously maintained and quickly repaired in the event of an issue. Meanwhile, you benefit from our financial engineering, simpler forecasting, the latest innovation and total peace of mind.

ANNUAL SPARES PRODUCTION OF

3,000
PART NUMBERS



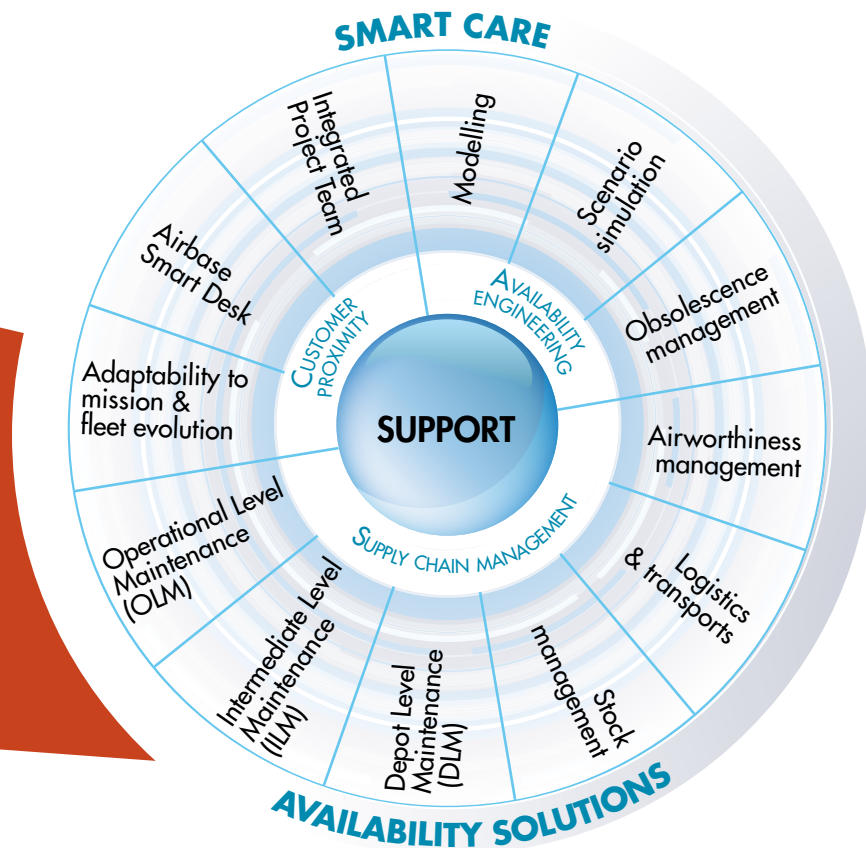
Smart Care: the name says it all!

Thales' customisable availability offer, Smart Care, can be perfectly crafted around your needs and seamlessly implemented.

With Smart Care, Thales commits to performance-based logistics contracts to guarantee availability of your systems.

We'll work with you to build a tailored contract that includes just the service modules you choose, from data management and service engineering to integrated training and end-of-life management.

Thales skills in availability engineering, stock modelling, supply chain management associated in the presence of customers on site and teamwork are the foundations of Smart Care.



MORE THAN
5,000
EQUIPPED
PLATFORMS

EQUIPMENT INSTALLED
IN MORE
THAN **50**
COUNTRIES

Why Thales?



Let's talk!

A brochure can never tell the whole story. Let's have a conversation. We'll sit with you, listen intently to your needs, and offer you high-performance solutions to ensure the success of your mission.

Contact us today on
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Or visit us online at
www.thalesgroup.com/customeronline

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- More than **50** years of service for French and international armed forces
- A global leader in Radar, Electronic Warfare, Optronic, Communication and Avionic support and services
- **1,500** skilled employees
- Recognised centres of excellence, for engineering, manufacturing and program management
- Proven processes
- **1,500** test benches in operation
- More than **15,000** repairs each year
- Annual spares production of **3,000** part numbers
- More than **5,000** platforms use Thales equipment
- **300** customers around the world
- Equipment installed in more than **50** countries
- Local presence & assistance in multiple countries
- A reputation for state-of-the-art technology and innovation



THALES

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