

THALES



**Defence Aerospace
Customer Support & Service**
Solutions tailored to operational missions

Thales offers a wide range of services dedicated to defence aerospace platforms for air, naval and land forces

The increasing requirements for fleet availability and durability demand innovative services solutions adaptable to Customer's technical and operational stakes.

In close partnership with the Customer, Thales designs and develops comprehensive, flexible, upgradeable service offers for all types of platforms. Thales contributes to operational fleet availability and to a shared mastering of costs and risks.

Thales is the trusted partner of defence forces.



Case by case Support

Reactive response to requirements for repairs, spare parts, technical support, training, on a case by case basis.

Follow-on Support

Yearly commitment on price and turnaround time based on a catalogue of spares, repairs and services.



Test Means

Engineering, installation and operation of dedicated test means and resources for Operational, Intermediate and Depot Levels Maintenance, to ensure the repair services.

Test means maintenance throughout the lifetime of platforms and operational systems:

- Fixed-price maintenance,
- Availability offer,
- Obsolescence management.

World-class recognition of Thales engineering and logistics expertise within all **operational contexts:**

- Fleet entry into service and capability ramp-up,
- Functional upgrades of equipment and systems,
- Fleet end of life.

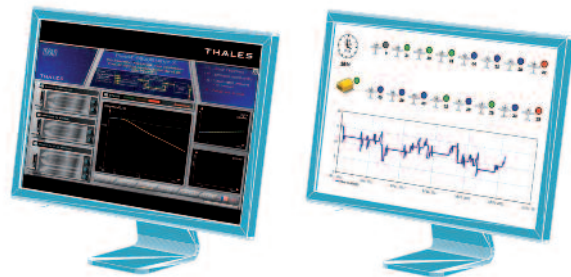


Availability Offer: **Smart Care**

Technical and operational availability commitment for equipment, systems, or platforms, at mastered and cost-effective conditions.

Progressive global, optimized fleet management, through modular, adaptable, and scalable offers,

- *Presence on airbase:*
 - > *Service desk,*
 - > *Integrated Project Team with Customer,*
 - > *Advanced logistics information system.*



- *Best-in-class support tools:*
 - > *Reliability, durability, obsolescence management, dependability and safety, simulation.*
- *Unique availability management system.*
- *Airworthiness management.*
- *Partnership expertise.*

Evolving towards operational capability offer

Contractor Logistics Support (CLS)

Multi-year all-in fixed price commitment (spares, repairs, technical support, obsolescence management, training, simulation, ...)

- Integrated approach of support services,
- Tailored and optimized offer to Customer's needs.

Integrated Logistic Support (ILS)

- Design and optimization of support systems,
- Telemaintenance,
- Comprehensive technical documentation.

Training & Simulations

- Tailored technical and operational training courses,
- Maintenance simulators,
- E-learning technologies.

Integrated Training Systems (ITS)

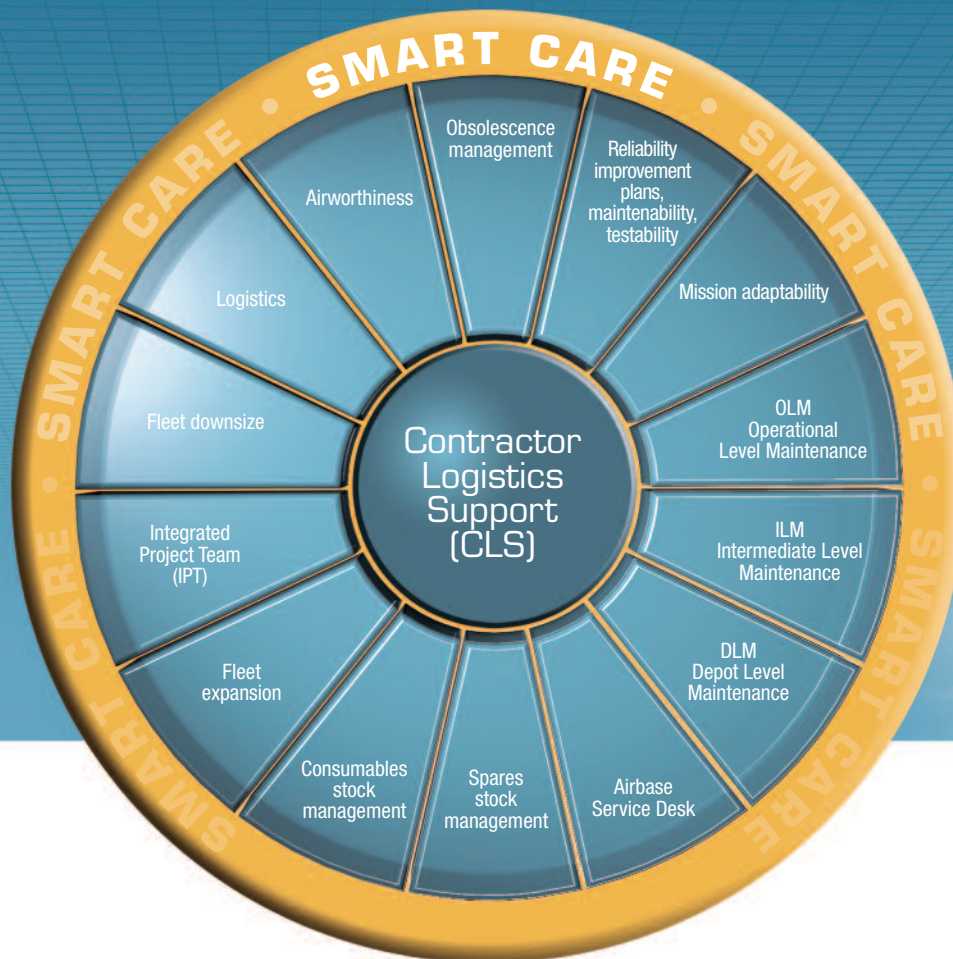
- Pilot training capability offer,
- Flight hour capability, simulations, courses, ...



Defence Aerospace Customer Support & Service

Smart Care: a modular offer of services for fleet availability

Scalable offering • Availability and capability commitment
Transfer of know-how • Partnerships • User proximity





Over **5,000** equipped platforms in **50** countries
Over **300** clients around the world

THALES SYSTEMES AEROPORTES S.A.

2, avenue Gay-Lussac
78851 Elancourt Cedex - France
Tel. : +33 (0)1 34 81 95 96
Fax : +33 (0)1 34 81 65 88

Our online customer portal is at your disposal to share information,
download technical documents and submit queries.
www.thalesgroup.com/customeronline

THALES

Thales Systemes Aéroportes 2011 - This document and the information contained in it are the property of Thales Systemes Aéroportes S.A. - Airborne Systems. They may not be reproduced, disclosed, or used without the company's prior approval in writing. - Ref.: Customer Support & Service - 06/2011 - Photo credits: Paz - Thales
Thales has opted to print on environment-friendly paper, the fibres of which come from forests managed sustainably, both in terms of the environment and in social and economic terms.
Design & production:  Communication  FSC