Defence Aerospace
Customer Support & Service
Solutions tailored to operational missions

www.thalesgroup.com
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.

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.

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

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