Land Optronics
Service & Support Solutions
As a trusted service partner, Thales offers a comprehensive range of support solutions tailored to customer needs, from on-demand services to OptroCare services packages, as well as operating services and maintenance transfer. These services and solutions leverage the power of new digital technologies to provide maximum availability of land optronics assets at optimum cost.

High Equipment Availability

As the world becomes a more dangerous place, countries and coalitions must be able to respond to difficult situations as quickly as possible. Equipment availability is key to operational preparedness and mission success, and land optronics equipment needs to be ready to deliver top performance at all times.

Optimal In-Service Support Costs

Internal logistics support organisations are under constant pressure to optimise the availability/costs ratio. Finding the right balance between budgetary constraints, costs and maintenance organization is essential.

Today there are more opportunities than ever for defence ministries to optimise their maintenance and repair organisations, and guarantee operational readiness while meeting their multi-year budget objectives.

Innovative Service Solutions

Thales takes a long-term view of land optronics equipment support. Our flexible services policy enables customers to choose the best combination of in-house capabilities and Thales resources while gaining reliable access to the latest innovations and technical expertise.
Thales On-Demand Services

Our No. 1 priority is to help you keep your land optronic systems in top condition throughout their service life. With a comprehensive range of on-demand services, including factory services, on-site assistance, operational services and lifecycle services, Thales is ready to provide the support you need, when you need it.

Spares and Repairs

Having your own stock of spares increases fleet availability and autonomy. We employ complex probabilistic models to calculate the level and location of spares to match your operational needs, and propose all the resources and training you need to do your own maintenance. However, if you prefer an out-of-house spares and repairs solution, our technical experts will provide reliable diagnostic and repair services at Thales facilities.

On-Site Maintenance

Highly experienced and trained Thales engineers travel to your site to rapidly diagnose issues and maximise performance and reliability, without the logistical burden of dispatching equipment to Thales factory. They bring a full set of tools and equipment to perform any level of maintenance you may need.

These tools and equipment — mobile workbenches, testing equipment, mobile cleanrooms (ISO 7), etc. — could even be rented so your trained team members can perform complex maintenance tasks in any theatre of operations and cope with sudden increases in workload.

Training

Armed forces throughout the world recognise the quality of Thales’s training services. For land optronics equipment, a full programme of traditional new-user training and refresher courses are available, as well as continuous training for maintenance staff tailored to individual fleets and logistics organisations. We also propose flexible e-training opportunities.

Upgrades

Thales systematically proposes the latest software upgrades so your optronics equipment will always benefit from the latest technology and perform at its best. We help you plan the best upgrade paths for your equipment fleet to maximise equipment performance and operational readiness.

Obsolescence Management

During the equipment’s lifecycle, certain replacement parts and critical components become harder to find, leading to loss of functionalities or a decrease in performance. With our obsolescence management service, we study solutions to extend equipment usage and support. You can plan ahead to optimise spare parts inventory and choose the best migration paths for your particular fleet.

Dismantling

Older optronics equipment that is rarely or never used may contain valuable parts. With our dismantling service, we find ways to recycle these older products or items. This allows us to offer a secure and sustainable refurbishment service to ensure the maximum value of all your systems. Professional dismantling and recycling guarantee that your data is protected, free up storage space to save costs and reduce your environmental footprint.

Customer OnLine

Customer OnLine (COL) is a secure, interactive web platform dedicated to customer support for Thales products and solutions. Registered users can download manuals and view inspection reports, order spares, maintenance or repair services, track order status, stay in touch with Thales service specialists and provide feedback at any time.

https://www.thalesgroup.com/en/customer-online
Thales Services Packages

- Tailored services packages
- Responsive industrial resources
- Fixed fee based on fleet size

Thales offers multi-years contracts tailored to each customer’s needs and maintenance organisation, at a yearly fixed price and with short repair turnaround times, to ensure mission success.

**Thales OptroCare for Equipment** and Thales OptroCare for Maintenance Centres help customers to gain long-term visibility of their maintenance budgets. For a fixed yearly price, this is an inclusive package of services and solutions with guaranteed, measurable results.

Based on our experience with users of optronics equipment in more than 50 countries, we work with you to choose the care plan that best suits your organisation, your usage patterns and your budget. One-year or multi-year packaged offers can be chosen either directly after product acceptance, or at the end of the initial warranty period.

Thales has built efficient and innovative solutions to maintain equipment or system performance and availability while improving the overall maintenance costs.
Thales OptroCare for Equipment

Thales OptroCare for Equipment is dedicated to equipment repairs at Thales facilities.

Operations such as cleaning external surfaces, checking functions and replacing batteries and desiccant are managed by customers during first-level maintenance. In case of equipment breakdowns, the customer returns the damaged equipment to Thales facilities. Contractual commitments ensure the reduction of repair times and increase fleet availability.

Keep your equipment operational at all times

Thales offers multi-year contracts tailored to each customer’s needs and maintenance organisation, at a yearly fixed price and with short repair turnaround times, to ensure mission success.

Thales OptroCare for Equipment

Spy’Ranger
Catherine-WS
Sophie Optima
Sophie Ultima
Nellie
Catherine-FC

OptroCare for Equipment

Dedicated to equipment repairs.

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KEY BENEFITS

MAXIMISED AVAILABILITY
- Reduce repair times
- Reduce lead time
- Industrial commitments on TurnAround Times

FIXED ANNUAL ALL INCLUSIVE FEE
- Package of services
- Long-term repair planning and management
- Increased product lifetime

TECHNICAL SUPPORT
- End-to-end visibility
- Dedicated point of contact
- Quick access to Thales experts
- Ensure customer satisfaction

Options: Fleet Management, On-Site Repair, Predictive Maintenance, Permanent on-site technical assistance, Vendor Management Inventory.
Thales OptroCare for Maintenance Centres

Thales OptroCare for Maintenance Centre is dedicated to sub-assembly repairs at Thales facilities and calibration of the customer’s tools and resources in order to maximise availability.

Contractual commitments ensure the reduction of repair times and increase fleet availability. Thales provides the right part at the right time to secure your repairs and preventive maintenance operations.

Keep your systems operational at all times

Thales offers multi-year contracts tailored to each customer’s needs and maintenance organisation, at a yearly fixed price and with short repair turnaround times, to ensure mission success.

OptroCare for Maintenance Centre
Dedicated to maintenance resources & sub-assembly repairs.

CUSTOMER SUPPORT
- DIGITAL FRONT OFFICE 24/7
- CUSTOMER SERVICES MANAGEMENT

MAINTENANCE SERVICES
- REMOTE TECHNICAL ASSISTANCE
- SUB-ASSEMBLY FACTORY REPAIRS
- OBSOLESCENCE MANAGEMENT

OPERATIONAL SERVICES
- SOFTWARE UPDATES
- CERTIFICATIONS Calibration and training

KEY BENEFITS

IMPROVE AVAILABILITY OF MAINTENANCE RESOURCES
- Equipment availability
- Mission Success

REDUCE TOTAL COST OF OWNERSHIP
- Optimisation of investments
- Control maintenance budgets
- Minimise administrative delays

GUARANTEE LONG-TERM AUTONOMY
- Guarantee maintenance capabilities and performance year after year

Options: Fleet Management, On-Site Repair, Predictive Maintenance, Permanent on-site technical assistance, Vendor Management Inventory.
Thales Operating & Extended Services

Each customer has specific maintenance needs and must cope with many different types of operational situations. Based on many years of experience with maintenance and repair organisations, we offer a range of customised service options to complement our offer and support the efficiency of your organisation over the long term.

Transfer of Maintenance

If you undertake maintenance tasks in your own organisation, we provide all the tools, benches, training and parts you need to handle your own maintenance with the greatest possible degree of autonomy. We send you everything you need, when you need it, so you can manage your workload and stay in control of fleet availability. As a complement to the maintenance centre, this mobile solution also offers an in-theatre maintenance capability.

Maintenance Workshare

Moreover, we can operate a complete maintenance centre on your behalf. Thales can maintain your equipment and study all possible workshares with local partners to optimise maintenance process and organisation, so that you can focus on your core missions. Our commitment is to guarantee top performance of support activities over the long term.

Audit and Consulting

Whatever your requirements, from maximum autonomy up to full managed services, we are at your side to assess the needs of your organisation and to choose the most appropriate maintenance model. With Thales as your long-term service partner, you will find the best combination of support options to make sure your equipment is ready for action when you need it most.

THALES, A TRUSTED SERVICE PARTNER

Whether you favour maximum autonomy, full managed services with or without third-party maintenance, or any solution in between, we help you choose the most appropriate model for your organisation.

With Thales as your long-term service partner, you will find the best combination of support options to make sure your equipment is ready for action when you need it most.
**E-Maintenance**

Remote technical assistance provides a real-time, secure connection between a technician operating on a client’s location in France or worldwide and an expert working on an industrial Thales site to remotely diagnose any incidents/problems arising from daily operation.

The expert and the technician can both take pictures of the situation and add annotations. The technician can view the pictures directly on a smartphone and zoom in when needed.

If a technician needs advice from multiple sources, two or more experts can connect at the same time. Experts share their screens and can refer to maintenance guides or drawings to illustrate their advice.

**Key Benefits:**
- Quick, secure access to the know-how of Thales experts
- Maximum equipment availability
- Reduced error rate during operation

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**Fleet Management & Predictive Maintenance**

When operating fleet management and predictive maintenance, a lot of data are generated, from equipment health status up to operational data. Thales can help you exploit these datas and make them actionable according to operational needs.

This service is an ideal component of a fully managed services solution, where Thales has an end-to-end view of the system and all associated data.

It can interface with your information system or operate as a stand-alone solution.

**Key Benefits:**
- Quick, secure access to the know-how of Thales experts
- Maximum equipment availability
- Reduced error rate during operation
Why Thales?

- Trusted service partner for armed forces and security services in 56 countries
- 250+ specialised optronics service employees worldwide
- 24/7 customer care centre and online maintenance tracking
- Unique intelligent fleet management and predictive maintenance solution
- Proven expertise in maintenance processes, technologies and organisational models

Thales is the No. 1 provider in Europe and one of the world’s leaders in innovative and field-proven optronic devices for land, naval, airborne and civil security applications.

MAIN OPTRONIC SITES

Élancourt, France
4,000 m² of clean rooms
Sight testing tower Laser laboratories Land, naval and airborne optronics

St-Héand, France
8,000 m² of clean rooms
40 m² night vision testing chamber
Angélieux advanced optics
Night vision goggles / High precision optics

Montreal, Canada
2,100 m² of clean rooms
Complete development facilities
Integrated repair and logistics
Uncooled vehicle thermal imagers

Glasgow, UK
2,400 m² of clean rooms
Sight testing tower Laser laboratories Land, naval and airborne optronics

From on-demand support to tailored SLAs, from organisational consulting to managed services, Thales offers a complete range of solutions and a worldwide presence to maximise your long-term fleet availability and budget control.

For any request, please contact our Customer Service Center at:
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Phone: +33 2 38 52 64 09
For France: 0 800 77 91 50
You can also contact us on Customer Online at https://www.thalesgroup.com/en/customer-online