Airborne 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 Performance-Based Contracts (PBC), as well as operating services and maintenance transfer. These services and solutions leverage the power of new digital technologies to provide maximum availability of airborne assets at optimum cost.

High Equipment Availability
As the world is facing rapid changing geopolitical contexts, equipment availability is key to operational preparedness and mission success, and onboard 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.

As a trusted partner, Thales helps defence ministries to guarantee their operational readiness while optimising their maintenance and repair organisations and budget objectives while meeting their multi-year budget objectives.

Innovative Service Solutions
Thales takes a long-term view of airborne 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.
Follow-On Support

Our No.1 priority is to help you keep your airborne 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.

Training

Armed forces throughout the world recognise the quality of Thales’s training services. For airborne 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 all solutions to extend equipment usage and support, even the redesign of sub-assemblies parts to extend the products lifecycle as much as possible. 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.
Customer Relation Management
Thales appoints a dedicated Customer Service Manager to manage all activities. Your Customer Service Manager ensures that performance guarantees are met and makes sure you are fully satisfied with the services provided.

Configuration, Software & Cybersecurity Management
Configuration Management is designed to cover product change control. Obsolescence Management preserves support capacities over the long term. Remote Technical Assistance provides technical support to diagnose and resolve incidents or problems arising from daily operations. Fault diagnostics can be conducted, if needed, across secure connections between our technical teams and your local staff. On-Site Technical Assistance is also offered as an add-on. Cyber Services can be proposed as an extra feature to highlight vulnerabilities before they can be exploited by cyber-attacks.

Supply Chain Management
Thales manages all aspects of supply chain logistics: export licenses, packaging, shipment, customs, insurance and transport. For the Standard PBC, we operate a Spares Desk located in your country to guarantee timely delivery of all the spare parts needed for your maintenance activities. Thales will resupply your consumable parts and determine optimal levels of inventory to guarantee your repair capability.

Maintenance & Customer Support
Thales ensures corrective and preventive operations according to the maintenance plan defined for your equipment (on-site where possible, or on Thales premises). In addition, you are regularly informed about the latest updates and possible deployment plans.

Digital Collaborative Services
With the Customer Contact Centre, Thales proposes a central point of contact available 24/7 offering end-to-end visibility from which all customer requests are managed. The Customer OnLine web portal provides secure access to all operational, technical and marketing information, acting as a single repository for all documents and helping you to stay in touch with Thales teams.

With its intuitive user interface, the Smartfleet fleet management solution is designed all kinds of equipment fleets and provides a synthetic view of overall fleet status, including availability rate, equipment location and usage statistics.

Smartfleet allows maintenance teams and partners to plan and record maintenance operations, spare part management, and mission preparation with maximum efficiency. It automatically generates reports and KPIs to give you a continuously updated view of your fleet, its configurations and maintenance history.

SmartFleet proposes Predictive Maintenance with a combination of Health and Usage Monitoring Systems (HUMS), big data technologies and patented algorithms to predict failures based on usage patterns.

Standard PBC
“Supply the right part, in the right place, at the right time for all your repair requirements”

The Standard PBC is our essential support package to ensure guaranteed availability of spares and maintenance capabilities. It includes a spares desk dedicated to spare part delivery in due time.

Commitments on Turnaround times

Capacity PBC
“Ensure that critical missions are achieved without failure”

The Capacity PBC is our most comprehensive support package. Thanks to the use of predictive maintenance and HUMS (Health and Usage Monitoring System) technology, the risk of in-mission breakdown is reduced to guarantee mission success.

Commitments on outstanding quantities

Availability PBC
“Guarantee the right level of availability”

The Availability PBC is our premium support package to ensure guaranteed availability of equipment on air bases, leaving you free to focus on your missions.

Commitments on a fleet % of availability
## Customer Relation Management

### Warranty
- Collaborative Web Platform (Customer Online)
  - Online service including sharing of documents (user manuals, repair reports, minutes of meetings, etc.), repair tracking, online requests
- Assigned Customer Care Manager:
  - Dedicated point of contact for the contract management
  - Coordination for day-to-day operations, internal management and reporting

### Performance Based Contract (PBC)

### Follow On Support (FOS)

### Maintenance Support

#### Equipment Maintenance:
- Corrective and preventive activities according to the maintenance plan defined for your equipment (on-site where possible, or on Thales premises).

#### Means Maintenance:
- Corrective and preventive activities according to the maintenance plan defined for your equipment (on-site where possible, or on Thales premises).

#### Means Updates:
- Regular information about the latest update versions and possible deployment plans

### Customer Support

#### Customer Support
- Training certifications & skills preservation
  - Refresher training / Basic instruction and training delivered on-site
  - Industrial skills preservation over the long-term

#### Obituance tracking & Management Survey
- Alert & propose solutions to extend equipment usage and support until its withdrawal from the forces (only survey and alerts - on quotation for Management Survey)

#### Technical documentation update
- Help Users and Maintainers to use up-to-date technical documentation over the entire PBC contract period.

#### Services Bulletin
- They are issued to inform Customers about resolution of operating, maintenance, supervising or safety problems to be quickly taken into account.

#### Technical Assistance
- On-Site Technical Assistance:
  - Corrective maintenance performed on-site by experienced Thales engineers according to a number of times specified in the contract

#### Fleet Management
- Allocate the right equipment for a given mission according to its health, past usage and location, and manages and optimises the overall availability of the equipment fleet.

#### Predictive Maintenance (only for equipments with HUMS capability):
- Record health and usage of each equipment.
- Calculate remaining useful life before potential failure.
- Propose optimised maintenance dates and actions (predictive maintenance)

### Supply Chain Management

#### Spares Desk
- Located stock in Customer facilities/country in order to provide in due time all necessary spare parts[*] involved in its maintenance activities.

#### Logistics Management
- Provides all activities related to export licences, packaging, shipment, customs, transport insurance and warehousing.

#### Spares Inventory Management
- Customer spares part stock management when stocked in industrial warehouse.

### Technical Assistance

#### Configuration Management & Software Management & Cybersecurity
- Configuration Management
  - Management of products change-control on the long term
  - Ensure traceability and consistency with documentation and support system on products lifecycle

#### Software Management (Updates/Upgrades)
- Updates: New software releases for security, fault correction (bug), minor enhancements or environmental updates.
- Upgrades: new software versions which offer various enhancements (new features or modifications to comply with new regulatory requirements)

#### Cyber Protection Service
- Identify vulnerabilities affecting products
- Alert in case of vulnerability appearance
- One major vulnerability managed per year with a Remediation solution to avoid the exploitation of them by cyber threats

### DIGITAL SERVICES

#### Computerized Maintenance Management System (CMMS)
- Software package designed to help schedule, plan, manage and monitor maintenance activities over Equipment lifecycle, including applied configuration management.

#### Fleet Management
- Allocate the right equipment for a given mission according to its health, past usage and location, and manages and optimises the overall availability of the equipment fleet.

#### Predictive Maintenance (only for equipments with HUMS capability):
- Record health and usage of each equipment.
- Calculate remaining useful life before potential failure.
- Propose optimised maintenance dates and actions (predictive maintenance)

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*In option with extra charges*
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.

**Maintenance Centre**

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.

**Maintenance Operation & 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.
Digital Services

E-Training

Virtual Reality (VR) training is a new type of self-paced training to prepare for maintenance operations on Thales equipment. It provides either a VR presentation of the equipment or a tutorial on specific operations. Trainees follow a set of steps, including safety and security instructions and tool procedures. Sequences can be repeated as many times as necessary to learn or review the process. As a result, trainees achieve a level of familiarity and confidence with the equipment on their own, with limited assistance. E-Training provides your staff with the know-how they need so that you can focus on your core missions.

Key Benefits:
- Self-paced training
- No equipment needed
- Train any time

Fleet Management & Predictive Maintenance

When operating fleet management and predictive maintenance, a lot of data is generated, from equipment health status up to operational data. Thales can help you exploit this data and make it 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:
- Exploit the maximum potential of equipment and optimise the data for maintenance operations
- Develop new usages from data
- Maximise mission successes

Remote Assistance

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
- Maximise equipment availability
- Reduced error rate during operation

Digital Services
Why Thales?

- Trusted service partner for armed forces and security services in 56 countries
- 320 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 optronics devices for land, naval, airborne and civil security applications.

Main Optronic Sites

Élancourt, France
In Élancourt, the site includes
- 2000 m² of technical and logistical facilities for airborne support activities
- 50 people
- 3 support lines (DAMOCLES, RECONG, CHLIO & TANGO)

Châtellerault (France)
Thales has created in Châtellerault (France) a new centre of excellence to support your airborne optronic equipment.
In Châtellerault, the site includes
- 4,000 m² of technical and logistical facilities
- Around 100 test and measurement benches
- 70 people
- 2 support lines (TALIOS and DAL, OSF, IRST)
Fully dedicated only to supporting our airborne optronic solutions

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:
LAS-customer.services@thalesgroup.com
Phone: + 33(02) 38 52 64 03
For France: 0 800 77 91 50
You can also contact us on
Customer Online at
https://www.thalesgroup.com/en/customer-online