KEEP YOUR SYSTEM OPERATIONAL AND AVAILABLE

▷ Access the expertise of Thales engineers
▷ Benefit from Thales’ latest capabilities
▷ Choose your service package from a modular maintenance service solution
▷ Reduce interruption of service thanks to an adapted maintenance service solution
▷ Support your system through its life cycle

AEROSPACE

Maintenance Services
Find your maintenance solution
ALL MAINTENANCE LEVELS
ADDRESSED FROM PREVENTIVE MAINTENANCE TO CORRECTIVE MAINTENANCE

Ability to support new systems as well as aging ones

BENEFIT FROM THALES’ STRONG INDUSTRIAL BACKGROUND AND EXPERTISE

- Order spares from an existing catalogue
- Benefit from obsolescence surveillance and receive Last Buy Orders for obsolescent spares
- Spares inventory management services available

REPAIRS

- Benefit from Thales infrastructure and expertise
- Guaranteed turn-around time

SOFTWARE MAINTENANCE

- Perform corrective maintenance for your configuration
- Software support with reference platforms: In-factory dedicated platform and VPN connection
- Access to skilled software expert teams

OVERHAULS

- Scheduled act of maintenance to overcome the impact of operational environment
- Replace life-limited items and increase the life of your system
- Maintain the required level of availability and safety of an item

PRIME CONTRACTORSHIP

- Thales as a global maintenance integrator
- Address Thales your single point of contact
- Get total support & commitment for Thales and third party equipment

TECHNICAL EXPERTISE

- Experienced on-site engineers to perform inspections, investigations, health checks, system tuning, etc.
- Identify and solve problems that go beyond the capacities of your teams thanks to Thales experts

TECHNICAL ASSISTANCE

- Operational hardware and software maintenance for day-to-day operations of preventive and corrective maintenance
- Ensure the link with Thales factory for repairs
- Ensure full system operation

REMOTE & CONTROL MONITORING SERVICES

- Control your maintenance from one single location
- Get access to remote supervision
- Optimise time to intervention

INTERVENES

- Autonomous in performing system maintenance
- Enable your support centre to diagnose your items

EMPOWER

- Be autonomous in performing system maintenance
- Enable your support centre to diagnose your items

GO BEYOND

- 4,000 Repairs / year
- 3,500 Spares / year
- > 1,000 Technical requests / year
- > 150 Experts
- > 150 On-site Technical Assistance

HIGHLY SKILLED AND RESPONSIVE PERSONNEL

- Ability to support new systems as well as aging ones

INTERVENES

- Be autonomous in performing system maintenance
- Enable your support centre to diagnose your items

EMPOWER

- Be autonomous in performing system maintenance
- Enable your support centre to diagnose your items

GO BEYOND

- 4,000 Repairs / year
- 3,500 Spares / year
- > 1,000 Technical requests / year
- > 150 Experts
- > 150 On-site Technical Assistance

HIGHLY SKILLED AND RESPONSIVE PERSONNEL

- Ability to support new systems as well as aging ones

INTERVENES

- Be autonomous in performing system maintenance
- Enable your support centre to diagnose your items

EMPOWER

- Be autonomous in performing system maintenance
- Enable your support centre to diagnose your items

GO BEYOND

- 4,000 Repairs / year
- 3,500 Spares / year
- > 1,000 Technical requests / year
- > 150 Experts
- > 150 On-site Technical Assistance

HIGHLY SKILLED AND RESPONSIVE PERSONNEL

- Ability to support new systems as well as aging ones
THEY TRUST US

- CUSTOMER SATISFACTION IS A DAY TO DAY REALITY
- CUSTOMER SURVEY EVERY 18 MONTHS
- LONG-TERM HARDWARE & SOFTWARE SUPPORT FROM 5 TO 15 YEARS

NAMA, NIGERIA

SYSTEM CHARACTERISTICS
- 4 TopSky - ATC (Lagos, Abuja, Kano, Port Harcourt)
- 4 Co-mounted Approach Primary Radars and Secondary Radars
- 5 Stand-alone Secondary Radars
- Various communication systems

MAINTENANCE CONTRACT CHARACTERISTICS:
- Thales as a prime contractor for a 5 years support contract including:
- Unlimited acts of maintenance for electronic components
- Repair services on request for mechanics
- Technical assistance: 2 on-site Thales specialists
- Help desk

“Through our service contract, Thales has proven the performance of its services. Thales team has succeeded in building a strong partnership with our teams and helped us to keep our system operational thanks to its reactivity and commitment.”
Project Team, NAMA

NANSC, EGYPT

SYSTEM CHARACTERISTICS
- 1 P+S radar
- 5 Mode-S radars
- 1 MSSR Radar

MAINTENANCE CONTRACT CHARACTERISTICS:
Thales has a repair contract for 3 years, renewed since 2008 which includes:
- Repair services

“Athous have been working with Thales for over 30 years and since the beginning of this support contract in 2008, Thales has continuously shown a high level of commitment and a quality of service that has resulted in a long term relationship based on mutual trust and respect.”
Eng. Usama Khalil, Head of Engineering Sector, NANSC

AUSTRO CONTROL, AUSTRIA

SYSTEM CHARACTERISTICS

MAINTENANCE CONTRACT CHARACTERISTICS:
Thales has a repair contract for 3 years, renewed since 2008 which includes:
- Repair services

SENEAM, MEXICO

SYSTEM CHARACTERISTICS
- 1 P+S radar
- 5 Mode-S radars
- 1 MSSR Radar

MAINTENANCE CONTRACT CHARACTERISTICS:

For more information: marketingatm@thalesgroup.com