Airborne Optronics
Service & Support Solutions
Thales, as a trusted service partner, 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. Those services and solutions help to leverage the power of optronic assets with maximum operational readiness, optimum cost and new digital technologies.

High Equipment Availability
As the world becomes a more dangerous place, countries and coalitions must be able to respond to difficult situations as soon as possible. Equipment availability is key to operational readiness and mission success. Organisations now expect customer support and services with guaranteed commitments. They always need their optronic equipment at the best possible performance.

Optimal In-Service Support Costs
Internal logistics support services are under constant pressure to optimize the availability/costs ratio. Finding the right balance between budgetary constraints, costs and maintenance organization is essential.

Without the latest maintenance management tools, planning can be harder, and equipment may be taken out of service unnecessarily. 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 has a long-term view with the support of airborne optronic equipments. 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 number one priority is to help you keep your optronic systems in top condition throughout their in-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 to keep this out-of-house, 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 means to perform any level of maintenance you may need.

Those means could even be rented: mobile workbenches, testing equipment, mobile cleanrooms (ISO 7), so your trained teams members can perform complex maintenance tasks in any theatre and cope with sudden increases in workload.

Training
Armed forces throughout the world recognise the quality of Thales’ 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 experience.

Upgrades
Thales systematically proposes the latest software upgrades so your optronic 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 Analysis
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 analysis service, we study solutions to extend equipment usage and support. You can plan ahead to optimise spare part inventory and choose the best migration paths for your particular fleet.

Dismantling
Older optronic equipment stock, either rarely or never used, may contain valuable parts. With our dismantling service, we study solutions to recycle these older products or items. This allows us to conduct a secured and sustainable refurbishment to ensure the maximum value of all your systems. Professional dismantling and recycling guarantee confidentiality for your data, free up storage space to save costs, and reduce your environmental footprint.
Thales Performance-Based Contracts

- Tailored services packages.
- Performance commitment.
- Yearly flat rate based on flying hours.

**PBC**

**Management**
- Customer Service Management

**Support & Technical Assistance**
- Incidents & Problems Management
- Service Bulletins
- Configurations Management
- Obsolescence Management
- Remote Technical Assistance

**Options:**
- Cyber Protection Service

**Supply Chain**
- Logistics
- Spares Desk (Standard PBC)

**Options** (for Availability & Capacity PBC)
- Consumables Replenishment
- Ingredients Replenishment

**Maintenance**
- Equipment Maintenance (corrective, preventive, update)
- GSE Bench Maintenance (corrective, preventive, update)

**Digital Collaborative Services**
- Fleet Management

**Options:**
- Advanced Fleet Management
- Talios Predictive Maintenance
- Fleet Management On-demand Options

**Add-ons to PBC:**
- On-Site Technical Assistance
- Training
- Technical Documentation Update
- Upgrade

**Standard PBC**

“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.

**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.

**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.
Services description

Management
Thales appoints a dedicated Customer Service Manager to manage all activities. He ensures that performance guarantees are met and makes sure you are fully satisfied with the services provided.

Support & Technical Assistance
With Incident & Problem Management, we find solutions to restore and preserve functionalities as quickly as possible. With the Service Bulletins, users and maintenance staff are immediately informed about updates or modifications which would need to be taken into account quickly. Configuration Management is devoted to cover product change control. Obsolescence Management preserves support capacities over the long term. Remote Technical Assistance provide technical support to diagnose and resolve incidents or problems arising from daily operations. Fault diagnostics can be conducted, if needed, across secured connections between our technical teams and your local staff. On-Site Technical Assistance is also offered as an add-on. Cyber Protection Service is proposed as an extra feature which highlights vulnerabilities before they can be exploited by cyber-attacks.

Supply Chain
Thales manages all aspects of Logistics: export licenses, packaging, shipment, customs, insurance and transport. For 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 their optimal levels to guarantee your repair capability.

Maintenance
Thales ensures corrective and preventive activities 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 update versions 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. Customer On Line is a web portal giving full, secure access to operational, technical and marketing information, providing a connection with Thales teams and a single repository for all documents.

The Fleet Management Solution, Smartfleet, manages all kinds of equipment and provides a synthetic view of its overall status, including availability rate, equipment location and usage statistics thanks to intuitive graphical user interface.

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 history of maintenance operations.

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.

Key Benefits
- Identifies equipment life potential
- Optimises the dates for maintenance operations
- Minimizes chance of breakdown during missions.
Thales Operating & Extended Services

Every customer has specific maintenance needs and must cope with many 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 are seeking to undertake maintenance tasks in your own organisations, 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. Moreover, we have developed a mobile optronics cleanroom dedicated to maintenance operations which require a clean environment (ISO 7). As a complement to the maintenance centre, this mobile solution offers an additional capability of maintenance on theatres.

Maintenance Operation & Workshare

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

Operating Services/Leasing Solutions

In addition, we can design, deploy and operate systems to meet critical requirements, such as surveillance solutions using fixed EO/IR technologies, UAVs or airplanes. Leveraging Thales’ know-how in this way gives you all the assurances you need regarding equipment availability, while letting you focus on your core missions – two of the key factors to ensuring mission success. Moreover, Thales’ financing solutions, such as equipment leasing or short-term rental, allow you to fill availability gaps during the procurement cycle or meet unexpected requirements with no additional capital investment. By using those services, you maintain your autonomy, you only pay for the optronics solutions you need, when you need them, and you will benefit from Thales’ state-of-the-art equipment and systems to manage your missions successfully.

Audit and Consulting

Whatever your needs, from maximum autonomy up to full managed services, we are at your side to assess your organisation and to choose the most appropriate maintenance model. With Thales as your 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, over the long term.
# Thales Digital Services

## E-Maintenance

Our digital services also include AR (Augmented Reality) assistance for maintenance operations. Equipped with an Augmented Reality kit, the technician can work hands-free and is guided step-by-step throughout the maintenance procedure with pictures displayed on the glasses. The system also embeds full documentation and video tutorials. When the technicians need further assistance, a live remote video assistance with a Thales Expert is also possible.

The solution allows to reduce error-rate and ensure all operations are performed correctly the first time.

**Key Benefits:**
- Reduces maintenance time
- Reduces error rate during operations
- Includes complete up-to-date documentation

## 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 especially adapted for fully managed services where Thales can get an end-to-end view over the system and the datas associated.

This service can be adapted to interface with your informations system or as a stand-alone solution.

**Key Benefits:**
- Develop new usages from data
- Exploit the maximum potential of equipment

## 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.

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