

**Land & Naval -
Support and Service Solutions**

CUSTOMER INTIMACY

Selex ES considers that the ability to provide comprehensive and effective support to its customers, wherever they are in the world, is critical and recognises that its products are high value customer assets.

Selex ES is always focused on customer needs to identify the best support solutions in terms of cost-efficiency.

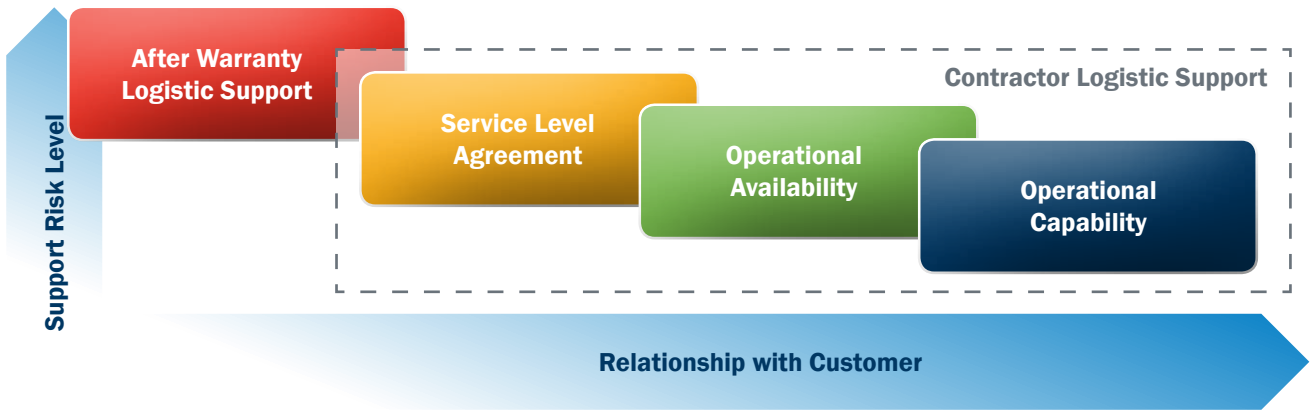
By partnering with its customers, Selex ES delivers reliable and tailored bespoke solutions to meet customer requirements and financial needs.

To guarantee this point, Selex ES has created a dedicated business unit "Support & Service Solutions" inside "Land & Naval Systems" division with more than 300 people.

This customer-focused organisation provides world class global support services using technical expertise delivered within a service culture and the commitment to develop valued long-term relationships with customers.

Focused on new technologies and tools to widen its capabilities, Selex ES provides the answers required by its customers in term of effectiveness and efficiency in product life-time support.

Selex ES support activities range from the traditional Maintenance, Repair and Overhaul (MRO) contracts, up to Simulation & Training services and to the more sophisticated Support & Service solutions for its own and third party systems. Selex ES develops its services portfolio on four main levels of support contract.



- Customer partnership for Life Cycle support
- Tailored cost-effective solutions & contractual forms

- Wider choice of maintenance philosophies
- Support more than 150 countries
- 24 hours a day, seven days a week

- Modular and scalable solutions
- Synergy within different experiences
- Factory back-up with world class facilities



SERVICES PORTFOLIO

After Warranty Logistic Support

Selex ES offers traditional types of logistic contract to ensure ongoing support in operating, maintaining and upgrading customers assets; support conditions shall be evaluated periodically, or be based on agreed engagement conditions.

The offered services include:

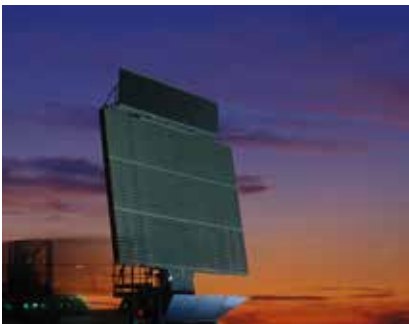
- Spare parts supply
- Repair service
- Training and documentation
- Field technical assistance
- Product support
- Upgrading

Contractor Logistic Support

Selex ES offers Contractor Logistic Support as the complete support solution for system life ownership; Customer/ Contractor partnership is based on long lasting contracts with detailed Service Level agreements at priority or periodic fixed fees.

Contractor Logistic Support ranges from integrated contract with agreed measurable services, concerning Engineering support, Field Service support and Material Management up to integrated contract with agreed systems operational availability or capability.

Contractor Logistic Support also includes Web Based & On Site Technical Support, Remote Support Services and Supportability Management.



“To be the trusted supplier of total life cycle services and integrated support solutions tailored to maximize long-term supportability and reduce life cycle costs”

- Complete economic solution to system life time support
- Tailored to customer requirements
- Relationship with the customer



- Multi-year at a fixed cost, plus on-demand basis
- Establishing key procedures and arrangements



- Optimized lifecycle costs
- Reduced inventory holding
- Extended services
- Improved reliability, maintainability and availability



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