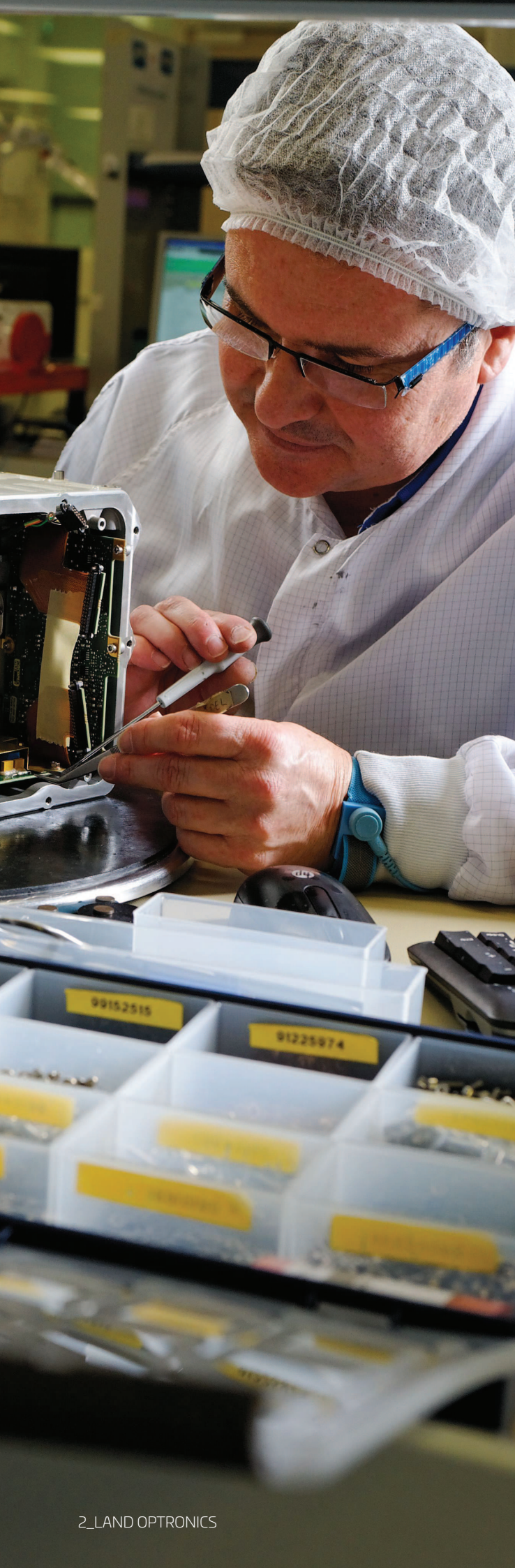


Land Optronics

# 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 OptroCare (Multi-years contracts with commitments), 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 land 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 clean-rooms (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 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 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

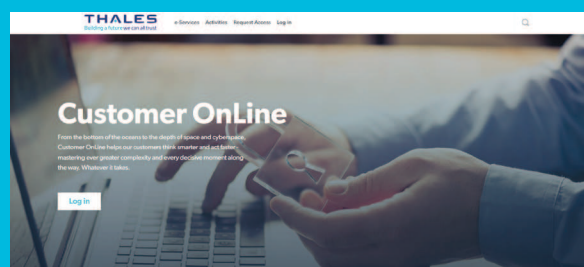
During the equipment's lifecycle, certain replacement parts and critical components become harder to find leading to loss of functionalities or a decrease in performance. With our obsolescence analysis service, we study solutions to extend equipment usage and support. You can plan ahead to optimise spare 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.

## 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.





# Thales Services Packages

- Tailored services packages
- Industrial reactivity
- Fixed fee based on fleet size

Thales offers **multi-years contracts** designed **according customers needs and maintenance organisation**, at a **yearly fixed price**, to ensure **missions success** thanks to a strong reactivity on repairs time.

**Thales OptroCare for equipment** or Thales OptroCare for Maintenance Centre helps customers to take **a long-term view** of their maintenance budgets. For a fixed yearly price, you get an inclusive package of services and solutions with guaranteed, measurable results.

Based on our experience with users of optronic 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-years packaged offers can be/ chosen either directly after product acceptance, or at the end of the initial warranty period.

**Thales Cyber Protection Management Service** is a multi-years services package dedicated **only to Sophie 4 Family**, that enable customer to maintain its cameras security posture. It allows to **control cyber attack risks** to preserve integrity and performance on the long term.

## Cyber Protection Management

### Multi-year Services Package

**A multi-year services package dedicated to Sophie 4 Family to highlight vulnerabilities before they can affect the integrity of the Sophie 4 Family.**

With emerging cyber threats and powerful hackers, Thales knows that exchanging sensitive datas can be a critical phase for the success of operations. With this service offer, Thales is able helping you to protect your equipment from cyber hackers that may try to remotely take control of your equipment. We aim at ensure you a full safety use of your systems. Thales Cyber Experts protect your Sophie 4 Family from cyber threats, by identifying new vulnerabilities, in order to alert of their appearance and to propose remediation solution according criticity.



**Vulnerabilities evaluation:**  
vulnerability notation & Criticity level.



**Communication** to the Customer according criticity.



**Patches and/or New software releases** delivery according criticity.

## Maintain the security posture, all along the product life



Cyber Protection Management service can be combined to OptroCare services packages. This gives a full services support to the customer's fleet.

## KEY BENEFITS



### REDUCE RISKS OF CYBER ATTACKS

- Thanks to urgent alert bulletin & specific patch treatments



### PREVENT DATA CORRUPTION AND LOSS

- Proportional responses according criticity



### PROTECT FROM VIRUS AND MALWARE

- Realease delivery
- Bypass measures
- Quaterly newsletters

## Thales OptroCare for equipment

Thales has built efficient and innovative solutions to equipments performances and availability while improving the overall maintenance costs.

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

Cleaning of external surfaces, checking for operation, replacement of batteries and dessicant are operations managed by customers at first maintenance level. In case of equipment breakdowns, customer returns the damaged equipment at Thales facilities. Contractual commitments ensure the reduction of repair times and increase fleet availability.



Spy/Ranger



Catherine-VS



Sophie Optima



Sophie Ultima



Nellie

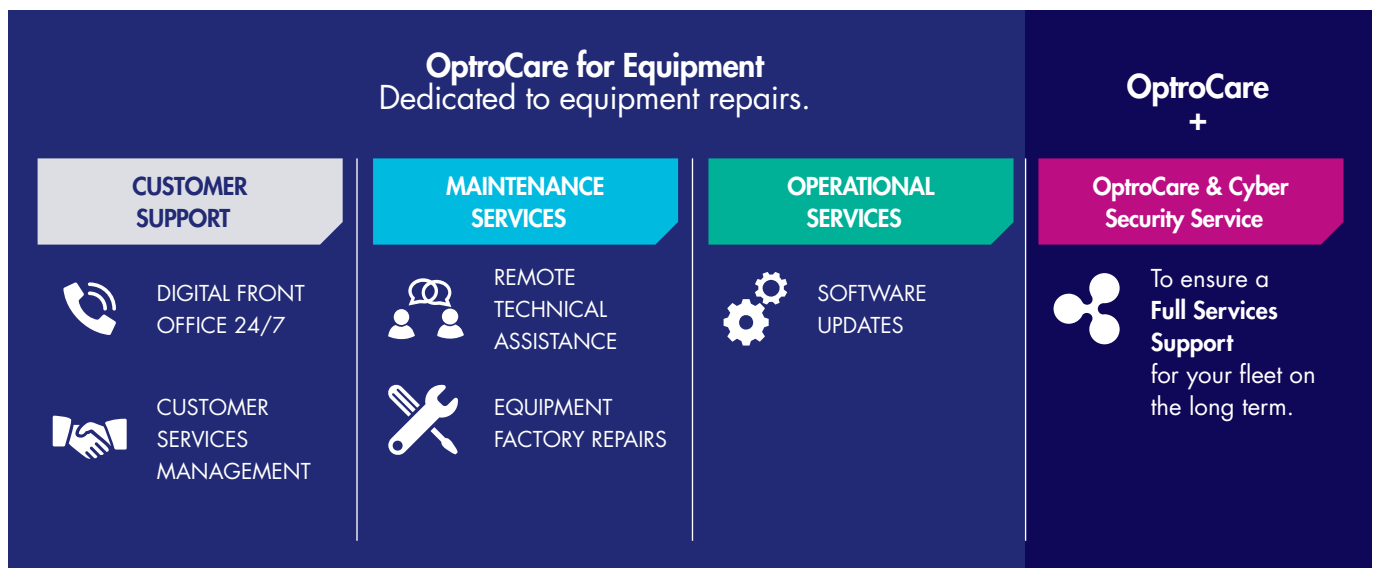


Catherine-FC

## Keep your equipments operational at any time



Thales offers multi-years contracts designed according Customers needs and maintenance organisation at fixed price to ensure your missions success with a strong reactivity on repairs time.



## KEY BENEFITS



### MAXIMIZED AVAILABILITY

- Reduce repairs time
- Reduce lead time



### FIXED ANNUAL ALL INCLUSIVE FEE

- Package of services
- Repairs on the long term
- Increase 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 Centre

Thales has built efficient and innovative solutions to guarantee systems performance and availability while improving the overall maintenance costs.

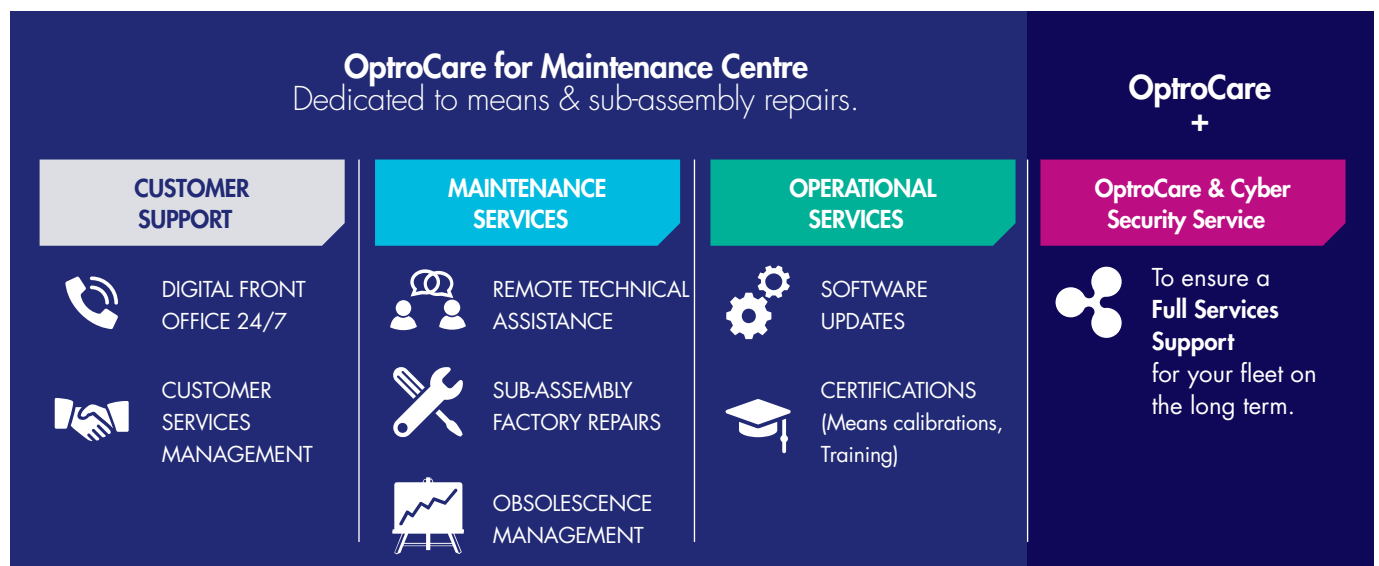
Thales OptroCare for Maintenance Centre is dedicated to sub-assembly repairs at Thales facilities and to ensure customer's means calibration in order to maximise their means availability.

Contractual commitments ensure the reduction of repair times and increase fleet. Thales provides you the right part at the right time to ensure your maintenance activities (repairs and preventive maintenance).

### Keep your means operational at anytime



Thales offers multi-years contracts designed according Customers needs and maintenance organisation at fixed price to ensure your missions success with a strong reactivity on repairs time.



### KEY BENEFITS



#### IMPROVE MAINTENANCE MEANS AVAILABILITY

- Equipment availability
- Mission Success



#### REDUCE TOTAL COST OF OWNERSHIP

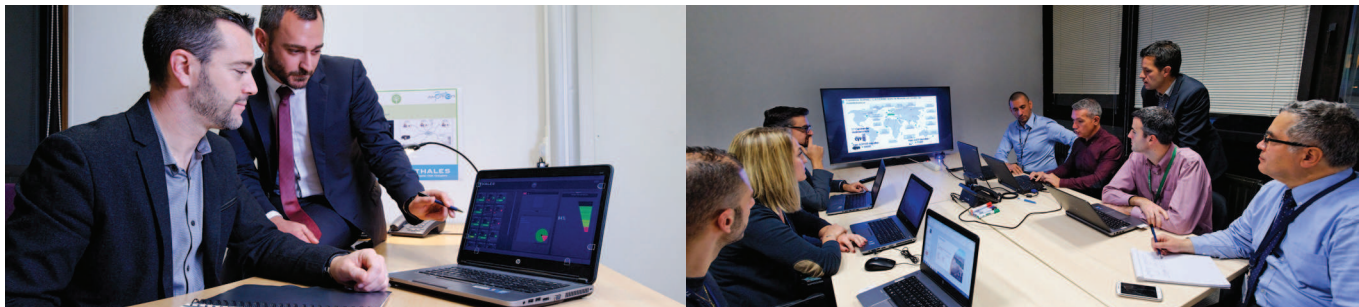
- Investments optimisation
- Master Maintenance budgets
- Minimise administrative delays



#### GUARANTEE AUTONOMY ON THE LONG TERM

- Guarantee maintenance capabilities and performances years after years

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



# 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.



## Transfer of Maintenance

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. As a complement to the maintenance centre, this mobile solution offers an additional capability of maintenance on theatres.



## Maintenance 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 EO/IR technologies; 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 shortterm 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, A TRUSTED SERVICES 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 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



## 3D Printing

3D printing services helps customers to produce temporary your optronic device's parts as closely as possible to operational field.

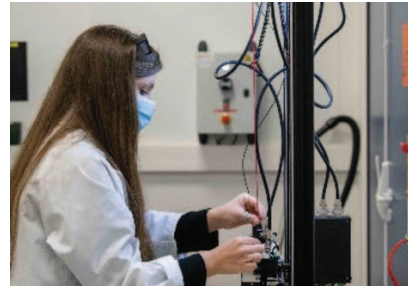
Candidates for 3D printing are parts without impact with easy access and subject to breakdown or loss.

With 3D printing service, the production and delivery times on operational bases are short compared to traditional parts procurement.

For Customer having their own 3D printer, Thales proposes a Licences Offer.

### Key Benefits:

- Replacement of certain parts subjected to breakdown or loss
- Reduction of spare parts lead time



## E-Maintenance

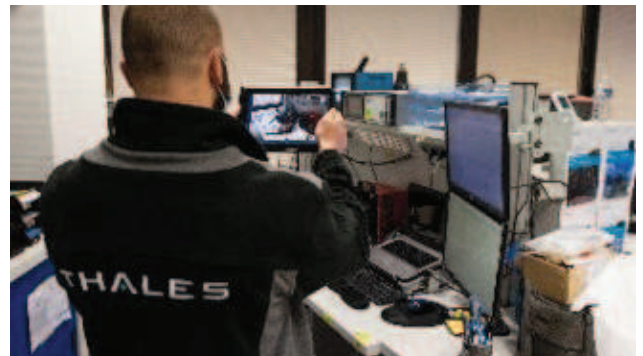
Remote technical assistance provides a real time and secured connection between a technician operating on a client's location in France or worldwide and an expert working on an industrial Thales site to remotely diagnose any incidents/problems arising from daily Users operations.

The expert and the technician can both take pictures of the situation in order to add annotations on it. The technician will be able to see the pictures directly through the glasses, or with his smartphone to zoom in.

If a technician needs multiple counsels, he can even call different experts at the same time. The expert can share his screen and therefore illustrate his speech with a maintenance guide or an industrial drawing.

### Key Benefits:

- Quick and secured access to Thales Experts know-how
- Minimise equipment availability
- Reduce error rate during operation



## Fleet Management & Predictive Maintenance

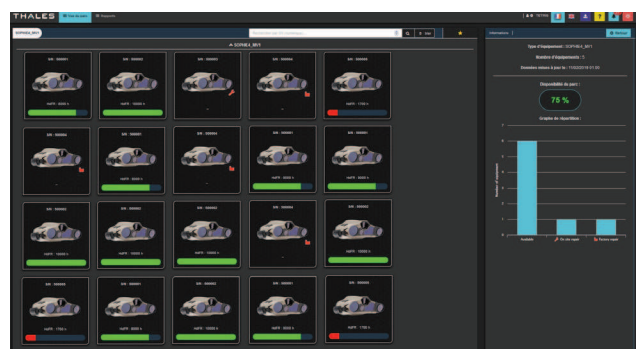
When operating fleet management and predictive maintenance, a lot of data are generated, from equipment health status up to operational data. Thales can help you exploit these datas and make them actionable according to operational needs.

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:

- Quick and secured access to Thales Experts know-how
- Minimise equipment unavailability
- Reduce errors 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.

Enquiries: [LAS-customer.services@thalesgroup.com](mailto:LAS-customer.services@thalesgroup.com)

Phone: +33 2 38 52 64 09 For France: 0 800 77 91 50

## MAIN OPTRONIC SITES

### Élancourt, France

4,000 m<sup>2</sup>  
of clean rooms  
Sight testing tower Laser  
laboratories Land, naval  
and airborne optronics

### St-Héand, France

8,000 m<sup>2</sup>  
of clean rooms  
40 m<sup>2</sup> night vision testing  
chamber  
Angénieux advanced optics  
Night vision goggles / High  
precision optics

### Montréal, Canada

2,100 m<sup>2</sup>  
of clean rooms  
Complete development  
facilities  
Integrated repair and  
logistics  
Uncooled vehicle thermal  
imagers

### Glasgow, UK

2,400 m<sup>2</sup>  
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.

#### Enquiries

Technical: [support-landoptronic@fr.thalesgroup.com](mailto:support-landoptronic@fr.thalesgroup.com)



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