



**Integrated Logistic Support and
Customer Support**

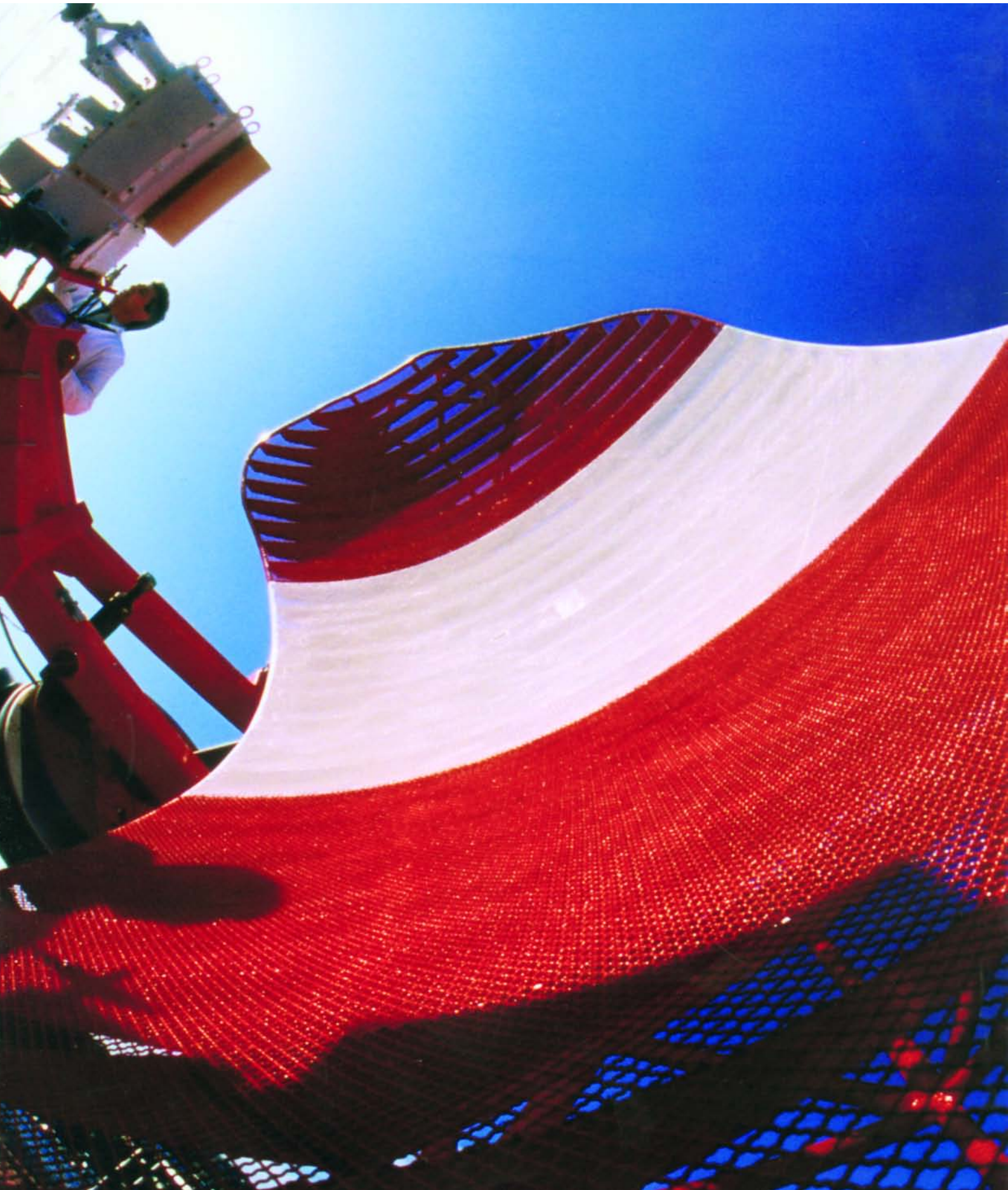
Predictable results
for unpredictable threats



SELEX
Sistemi Integrati
A Finmeccanica Company



- LOGISTIC SUPPORT DESIGN
- TECHNICAL HANDBOOKS
- TRAINING COURSES
- REPAIR CENTRES DESIGN
- OBSOLESCENCE MANAGEMENT
- SYSTEMS UPGRADING
- TECHNICAL ASSISTANCE
- CONFIGURATION MANAGEMENT
- SPARE PARTS AND REPAIRS
- ORGANISATIONAL ADVICE



SELEX Sistemi Integrati: System and Radar for 150 Countries

SELEX Sistemi Integrati, a Finmeccanica company, designs and develops Large Systems for Homeland Protection, systems and radar for air defence, battlefield management, naval warfare, air traffic control, coastal and maritime surveillance.

The Company with about 3,000 employees has fifty years of experience in system integration and a customer base in no less than 150 countries.

With plants in Italy, the UK (SELEX Sistemi Integrati Ltd), Germany (SELEX Sistemi Integrati GmbH) and the US (SELEX Sistemi Integrati Inc.), SELEX Sistemi Integrati is a leader in research and development thanks to annual investments amounting to 20% of the production value.

Tailored Support Solutions

SELEX Sistemi Integrati has a wide technology base supporting systems and products in surveillance and control as well as providing the capability for systems integration in the military, paramilitary and civil air traffic management.

Our systems are valuable assets created to ensure a lengthy life cycle.

To guarantee the best performance and keep the investments worthwhile, is to carefully define the most effective After-Sales Support.

Logistic activities are a vital and integral part of design process. To this point, SELEX Sistemi Integrati has

created a dedicated business support group, providing world class global customer support.

Supportability requirements for equipment design are recognised from the start to enable optimised maintainability.

Our objective is to work in partnership with our customers to optimise life support costs and systems availability.

The partnership with our customer can be as comprehensive and extensive as is desired.

This can range from Traditional Support (After Warranty Logistic Support Service) to Integrated Support Logistic (Contractor Logistic Support) to ensure a measurable level of service or an agreed availability of the system installed.





Many systems supplied by SELEX Sistemi Integrati continue operating long after their original mission. A number are still in operation decades after installation.

The aim of the After-Sales Support Service is to ensure:

- an on-going support for our Customers in operating, maintaining an upgrading their Systems;
- a timely, comprehensive and reliable response to all logistic requirements;
- a longer and cost effective life cycle of our

Systems, thus allowing an easy transition to evolving technologies.

A vital aspect of our support capability is the provision of long-term, post-design technological support that improves the performance of the systems and increases their operational life.

Our post-design engineers not only develop small modifications but also provide solutions for mid-life system upgrades, including enhancements and the design of complete replacement units to replace units which are out of date.

Pedigree

The strength of SELEX Sistemi Integrati lies in the depth of our experience and expertise.

SELEX Sistemi Integrati provides support for more than 150 countries, servicing equipment that is often operating 24 hours a day, seven days a week, in hostile environments, SELEX Sistemi Integrati prides itself on our unrivalled expertise in Integrated Logistic Support (ILS) providing reliability, maintainability and therefore system availability.



Managing Innovation

Our Customers demand cost effective and robust solutions tailored to deliver operational excellence. SELEX Sistemi Integrati has consistently demonstrated its ability to innovate, hiring a rich resource of talent and intellect to engineer leading-edge technology into our Support solutions.

Over the years this culture of innovation has delivered many CONTRACTOR Logistic Support to ensure an integrated support service with agreed availability or measurable service levels, concerning:

- Material Management
- Engineering Support
- Field Service Support

SELEX Sistemi Integrati continues to lead the way providing our customers with innovative support solutions.

Meeting Customer Requirements

SELEX Sistemi Integrati takes pride in its ability to deliver against demanding requirements from our customers. These requirements are achieved by applying rigorous processes throughout all stages of the system's lifecycle to underwrite technical performance.

This continues through concept studies, requirements capture and systems designed for risk management, system integration and final acceptance.

SELEX Sistemi Integrati maintains a wealth of engineering experts in all disciplines needed for the complete support of SELEX Sistemi Integrati and third party products. Our systems are functionally rich, and have been developed in a modular and measurable manner, enabling individual systems to be tailored to meet specific customer requirements.

Meeting Total Integration

SELEX Sistemi Integrati has extensive experience in bringing together individual pieces of equipment to operate cohesively within unified and integrated systems, whilst meeting the most demanding performance criteria.

Managing our Expertise

SELEX Sistemi Integrati is proud of the wealth of expertise contained within its professional and experienced workforce.

Our people are experts in the fields of Engineering, Logistics, Supply Chain Management and Project Management.

With its support staff along with factory support provided from our modern, world class facilities (located at Roma, Giugliano and Fusaro in Italy), SELEX Sistemi Integrati is always assuring that its customers achieve their objectives and protect their investments.



Support Capabilities

SELEX Sistemi Integrati can offer a full spectrum of tailored support solutions to our customers throughout the world. SELEX Sistemi Integrati support capabilities assure the best performance at lower price during the life of the product.

SELEX Sistemi Integrati supportability includes:

- ILS
- AWLSS
- CLS

Integrated Logistic Support (ILS)

The optimized support solution is where the supportability requirements are reflected in the equipment's design.

This can only be realized through the skilled application of Logistic Support Engineering.

SELEX Sistemi Integrati has experienced Logisticians using the latest design support tools that produce a cost effective support solution. All solutions consider:

- Reliability, Maintainability & Availability engineering (RMA)
- Life Support Cost Analysis
- RMA Demonstration and Trials
- Diagnostic requirement implementation
- Safety case generation
- Logistic Support Analysis proven by Military Handbook 1388-1A/2B and Defence Standard 00-60
- Configuration Management

After Warranty Logistic Support (AWLSS)

Traditional types of Logistic Contracts to ensure an on going support to our customer are offered in operating, maintaining and upgrading their systems.

The services offered include:

- Spare Parts Supply
- Repair Service
- Training and Documentation
- Field Technical Assistance
- Product Support

Contractor Logistic Support (CLS)

SELEX Sistemi Integrati offers CLS as the complete economic solution for life ownership of a system.

Cost effective ownership is a major consideration in all phases of a product's life. Working in partnership with you, we are able to draw on our expertise ensuring the best possible support solution is provided to you.

Advantages to the customer include:

- Wider choice of maintenance philosophies
- Optimized lifecycle costs
- Reduced inventory holding
- Extended service
- Improved reliability, maintainability and therefore availability





The following is a summary of the main services provided:

- Engineering Services
- Field Engineering Services
- Material Management Services

Engineering Services

OBJECTIVES

- Keeping all the systems under control in order to prevent obsolescence,
- Being aligned with state-of-the-art technology.
- Overcoming problems and lack of knowledge.

The above is achieved by support throughout the system's life as well as, comprehensive, cost effective solutions for any logistic requirements.

The goal is to cover all aspects of the lifecycle of the supplied systems thereby extending our System lifespan and reducing operating costs. Last, but not least, all the above will ensure the establishment of a long term partnership with our customers.

FEATURES

CSWD

The Customer Support Web Desk deals with questions & answers to provide on-line solutions to your technical questions related to operation, maintenance (troubleshooting) and logistic support of the system.

Use of advanced INTERNET BASED technology for the communication with the customers is also a secure means to ask questions related to:

- Spare part supply
- LRU's repair
- Field technical support

SELEX Sistemi Integrati has created several CLS contracts to ensure an integrated support service with measurable service levels, concerning:

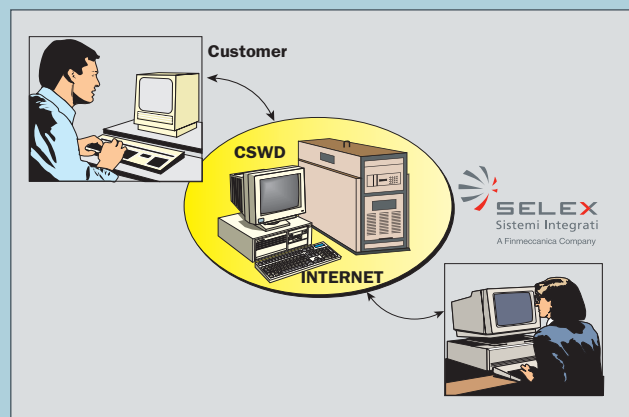
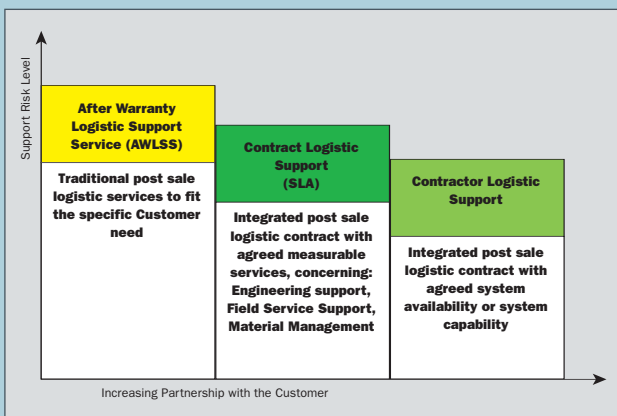
- Engineering Support
- Field Service Support
- Material Management

However SELEX Sistemi Integrati can offer CLS contracts with agreed:

- Availability
- Capability

Elements of CLS provided include:

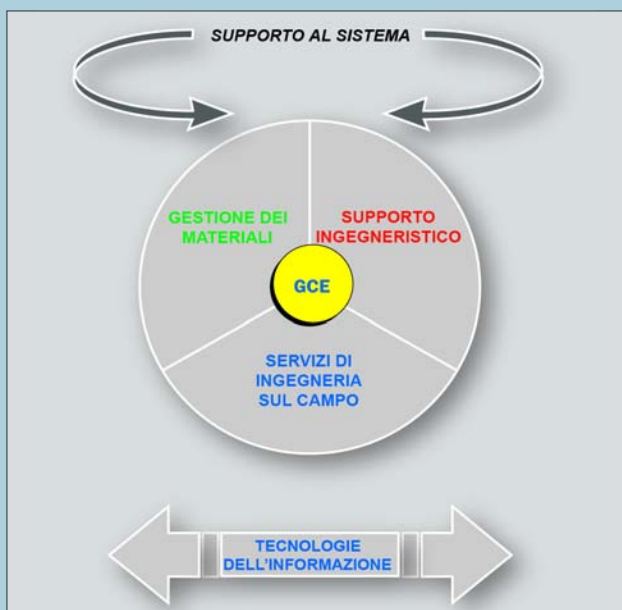
- Web Based Technical Support
- On Site Technical Support
- Material Management (Repair and Spare Part Supply)
- Technical and Configuration Data Management
- Telediagnostic Systems
- Obsolescence and Supportability Management
- Technical Publications and Training



In Service Configuration Management

In order to keep under control the right HW and SW composition of our Systems, procedures and SW application check, notify and register all changes. Remote identification of configurations using the GHOST system capability, based on RFID technology is also implemented.

This results in establishing and maintaining a database which allows managing of service reference baseline, site configuration status accounting, FCO and field reporting.



eDEA

Multitasking “customer centric” application, which manages the project/product, for an integrated and complete management of After Sales Logistic Support Service.

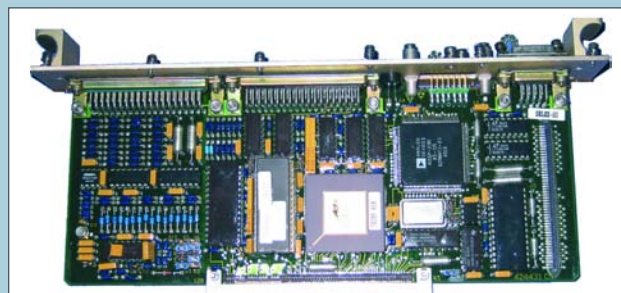


Engineering Support

The failure analysis process is planned to design, implement and verify the efficacious actions to improve the systems supportability.

Obsolescence Mgt & Supportability analysis

An Obsolescence Management Process needs to be established in order to ensure the supportability of the system by means of spare parts availability, while providing the customer with prompt information for appropriate technological evolution planning (retrofits and upgrades) of all equipment.



Third Line maintenance

Justifiably our customers insist upon systems reliability, low repair costs and ease of repair. Our third line level maintenance capability has been developed to meet these requirements. It is aimed to provide:

- Transfer of technology and know how to our customers
- Repair cost reduction
- Reduction of spares lead time

Our Automatic Test Equipments are capable of testing and trouble shooting circuit boards to dub assemblies to locate any defects.



SELEX Sistemi Integrati offer the following types of ATE:

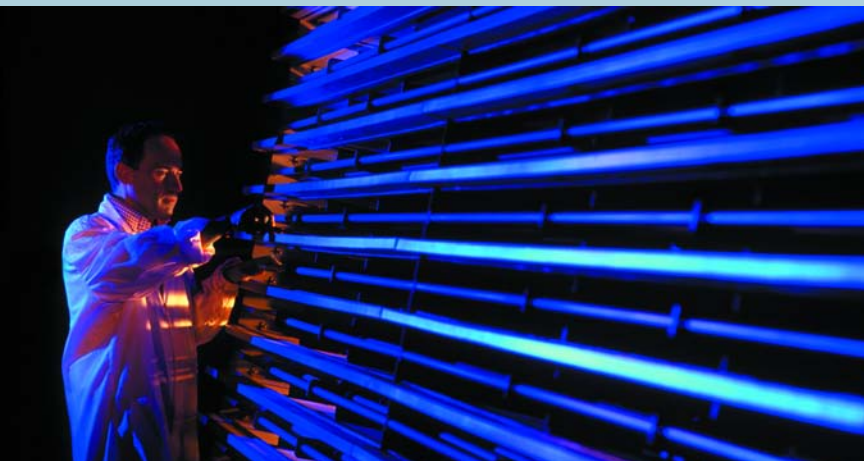
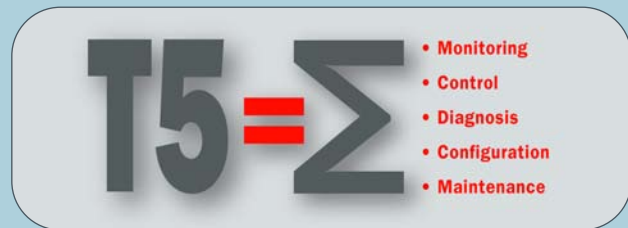
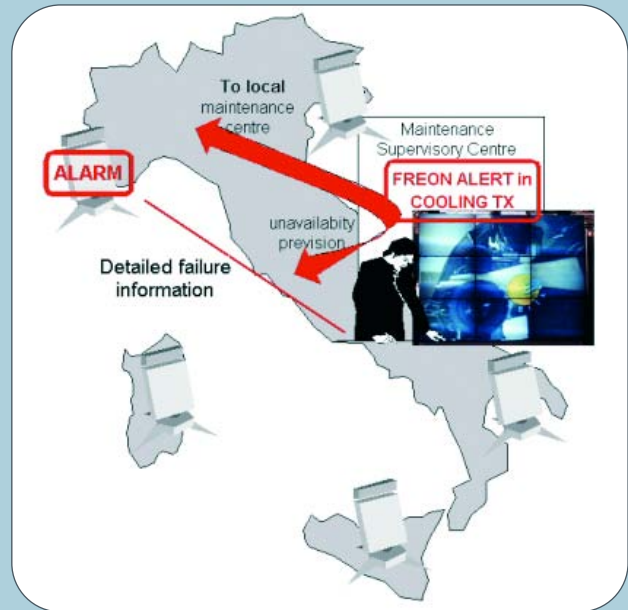
- IF/RF equipment
- Analogue, digital and mixed ATE
- Power supply ATE

Telediagnostic Systems

For effective and efficient maintenance of non garrisoned sites and for a centralized control of systems geographically distributed.

SELEX Sistemi Integrati has developed a family of telediagnostic systems to increase the operational availability and reduce the support cost.

Through the Remote Monitoring, Diagnosis, Control, Configuration Status and Support for Maintenance Personal.





Training and Documentation

OBJECTIVES

- Managing your system ensuring the right knowledge and skills to your personnel in order to offer the advantage of 30 years of experience in more than 150 countries all over the world
- Training operators, maintenance engineers and technicians
- Acquiring knowledge on installation, set up, integration, and operation
- Receiving third level and workshop repair training

FEATURES

Several course types are available:

- Standard training courses available in SELEX Sistemi Integrati catalogue using the expertise and world class knowledge of our System and Radar School Department
- Customer tailored courses to satisfy the customer's requests
- Operative courses based on international normative (ICAO standards for ATC systems)

COURSES ORGANIZATION

- Theoretical: in order to provide the customer with adequate knowledge of SELEX Sistemi Integrati systems
- Practical: in order to gain full competence with the equipment through the performance of preventive and corrective maintenance
- OJT - On the Job Training: practical courses created on the site

USE OF NEW TECHNOLOGIES

- CBT - Computer Based Training / WBT - Web Based Training
- Simulation & Training with mixed live synthetic data

TYPE OF DOCUMENTATION

- Technical documentation: system, sub-system, equipment, user manual
- IETM - Interactive Electronic Technical Manual
- Multimedia training materials
- Technical bulletins

Field Testing Equipments

SELEX Sistemi Integrati has developed a product family of test equipment to verify the functionality and check the performance of our systems.

AGE, SGE are used before and after the preventive and corrective maintenance procedures, to adjust the parameters of complex systems.

This equipment is based on standard and commercial hardware and software architecture and is currently used by our technicians to check radar system's critical parameters and the uplink transmitter of new generations of our radar.





GHOST: General Hardware Oriented Survey Technique

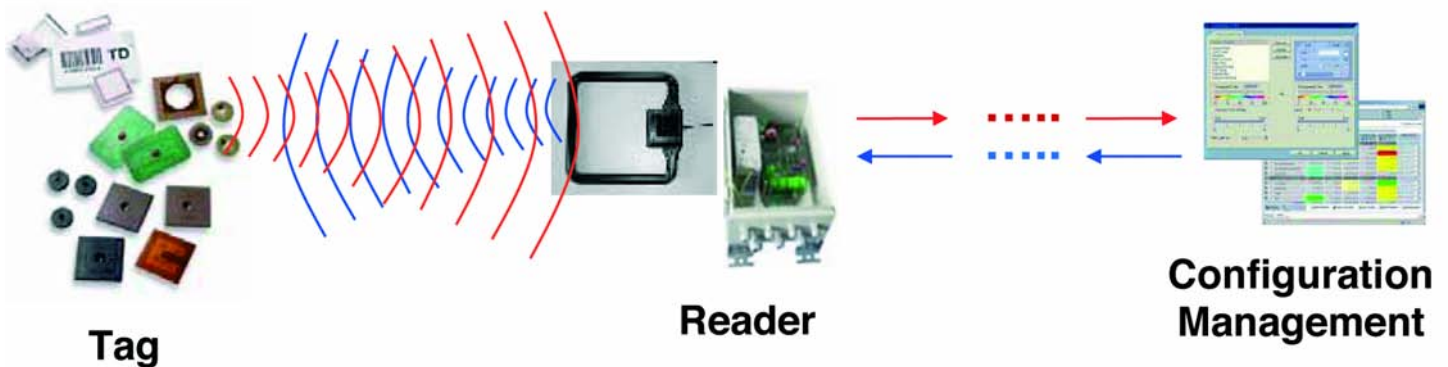
The RFID technology, along with to the extended application of information technology, is adopted by SELEX Sistemi Integrati for the asset visibility inside the supply chain and remote survey of the composition and/or configuration of the systems installed. Ghost is a modal of flexible system architecture using RFID technology, designed by SELEX Sistemi Integrati to give our customer near real-time information concerning the main questions of the logistician responsible GHOST makes available in near real-time the exact configuration of the equipment (land or ship installed) updating the centralized logistic date base, that is than reliable, with correct information.

GHOST optimizes the manufacturing / logistic business processes (trace the single element of the final system) and is available as a autonomous application or it

may be integrated in T5 systems, tailored for remote identification, tracing, diagnostic, control and maintenance of our systems.

GHOST gives to our customer the following competitive advantages:

- Identification and tracking of the product from manufacturing to the installation till the final disposal
- Availability of the configuration items installed in near real-Time H24 world wide
- Reduction of the field inspections to know the correct item configuration necessary for the Technical Assistance technicians for corrective maintenance procedures
- Reduction of the system down time throughout the reduction of mean time to repair and mean logistic time
- Reduction of Repair Line Replaceable Unit means quick turn around time due to the maintenance history memorized inside the RFID Tag



Field Engineering Service

OBJECTIVES

- Ensure the optimum installation design
- Achieving a high Operational Availability
- Preventing failure occurrences
- Correcting systems malfunctions
- Having a qualified support always available
- Being updated on system status and efficiency

FEATURES

- Equipment Siting and Radar visibility plotting
- Civil works survey
- Environmental Impact Assessment
- Sub-contract Supervision
- Standard technical assistance
- Customized services on the customer's request
- Installation and commissioning
- Resident maintenance engineering service
- Scheduled maintenance visits
- On call maintenance visits
- Customer's staff on the job training
- System health checks

Calibration and Maintenance

SELEX Sistemi Integrati is committed to maintaining its customer's investments and test equipments to the highest possible standards by offering a range of calibration and maintenance services.

A team of engineers is always available to measure and calibrate the customer's test equipment to ensure consistently accurate result. This testing can also be carried out as annual maintenance checks and surveys to inform the customer of areas that are not performing to standard.

All reference equipment is regularly calibrated to international standards.

Material Management Service

Spare Parts Supply

OBJECTIVES

- Establishing adequate spares stocks in order to have parts at the right quality level and to be confident that the part is fully compatible with Your System
- having the appropriate supply chain management
- optimising the purchase ordering process to take advantage of SELEX Sistemi Integrati warranty on parts
- exploiting the professionalism, experience and quality of the SELEX Sistemi Integrati engineers and laboratory

FEATURES

- Spare parts supply either from a catalogue or on a request and quote basis
- Inventory level analysis defining optimal quantities, locations and procurement planning for the spares in order to adequately support the system for predefined logistic horizon
- Supportability management
- Supply chain management

Repair Service

OBJECTIVES

- Ensuring repaired item quality taking advantage of SELEX Sistemi Integrati warranty on parts

FEATURES

- Repair at price list, in order to simplify and to make efficient the repair procedure
- Repair on request and quote basis. (For this service TAT less then 30 C. Days)
- Repair by exchange
- Use of specialized laboratory and high skilled engineers





Mastering Integrated Solutions

Leveraging the technological and industrial base of the companies Group, SELEX Sistemi Integrati offers capabilities and solutions that meet the strategic goal of:

- Homeland Security
- Guarding the EEZ
- Delivering Integrated Defence

Today's systems must be capable of integrating existing and deployed systems equipments. Thus, the modern system or "systems of systems" task is to knit together effectively sub-systems often spanning 20 years of technology development from a variety of suppliers.

SELEX Sistemi Integrati offers long term partnering relationships where evolutionary paths from today's systems to tomorrow's capability growth can be jointly planned, implemented and supported through the life of the system.

SELEX Sistemi Integrati has established its support reputation over many years with a wide range of technologies, serving a broad base of international customers.

SELEX Sistemi Integrati is committed to providing dedicated customer support that meet today's demands and the challenges of tomorrow.

Our support solutions are already being adapted to provide:

- Innovative contracting frameworks
- Technology Refresh
- Capability Enhancement

SELEX Sistemi Integrati will continue to form mutually beneficial partnerships with our customers ensuring that our flexible portfolio of support solutions meet the customers evolving requirements.

Giugliano (Naples - Italy)
Customer Support's main site





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