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Understanding the changing environment

Naval forces operate in a complex, changing environment, they are playing a growing role in peacetime helping to ensure maritime safety and security both at home and on out-of-area operations. New asymmetric threats are emerging, rules of engagement are changing, and the naval arena is moving from open ocean to littoral. As a result, maintaining clear situational awareness is an increasingly complex challenge for naval forces. These new dimensions to maritime operations have added layers of complexity to naval systems, driving exponential growth in data gathering and processing. Updating naval capabilities to the latest technologies is a permanent requirement.

Experience you can count on

With current patterns of defence spending, naval planners must do more with less. Fleet and crew sizes are shrinking, and in many cases the service life of key naval assets is being extended. As a result, naval forces are more reliant than ever before on the contractor community for delivering specialised services and efficient support solutions so they can focus fully on their core missions. They need partners with a real understanding of the operational environment, proven expertise in complex naval systems, and the project management skills to fit all the pieces together.

With more than 50 navies supported, with half a century of operational experience, Thales is that partner.
Modular support solutions for every need

///// INTEGRATED LOGISTIC SUPPORT
We provide a complete Integrated Logistic Support package, optimising maintenance, documentation, training and supportability from the earliest design phase to reduce the life cycle costs of the equipment and systems provided.

///// IN-SERVICE SUPPORT
After delivery, we provide factory and on-site maintenance, calibration, software updates and other services to complement your own support capabilities. You benefit from the expertise and resources of the entire Thales organisation.

///// CAPABILITY SUSTAINMENT
Increasing reliance on COTS technologies makes obsolescence management more critical than ever. Our innovative approach in technology insertion offers customers a comprehensive range of service and incremental upgrade options specifically designed to extend the service life and optimise performance of each system.

///// LOCAL SUPPORT
Thales operates through locally based facilities worldwide. This multidomestic network of local support centres is being expanded to enhance our ability to deliver timely, tailored support solutions to any naval force in any country.

///// EXTENDED SERVICES
We are in a position to deliver a specified level of performance and system capability. Turnkey contracts, including performance-based agreements or Contractor Logistic Support optimise your resourcing processes, reducing risks and saving both time and money.

Our naval services capability is organised as a modular offering so that we tailor our solutions to the exact requirements of your equipment programme, fleet and support infrastructure.
Integrated logistic support

REDUCING YOUR MAINTENANCE BURDEN
To perform its operational function effectively, your equipment has to be reliable, easily maintainable and safe. Integrated Logistic Support (ILS) makes it possible in a cost-effective way.

We think in terms of maintainability from the earliest design phase. ILS managers factor all maintenance requirements into the design process to develop easily maintainable equipment delivered with a comprehensive logistics package customised to take into account your specific requirements priorities and organisations.

With increasing costs at sea, training tasks need to be carried out efficiently. Thales computer-based documentation, training and simulation tools are designed to streamline preparations so that you are ready to deploy on operational missions as quickly as possible.
In-service support

Getting your disabled or damaged systems back into operation quickly and efficiently is our top priority. With services ranging from video diagnostics to full dry dock repairs, we provide a full range of support capabilities.

We are familiar with your operational environment and your planning and tasking organisations. We know your specific system configurations and are available around the clock to provide the support you need, all over the world.

With a full range of specialised services to support naval equipment and systems all over the world at all levels of maintenance, Thales experts are available to carry out any type of corrective or preventive maintenance task on site or using remote maintenance solutions.

We believe in maximising system availability on an ongoing basis. We systematically analyse your feedback and build on lessons learned to deliver better, faster and more cost-effective service as our relationship matures.

Our Navy customers rely on us in Australia, Canada, Chile, France, Germany, Finland, Japan, Netherlands, Norway, the United Kingdom, the United States...
RELIENCE

ECUADOR

209-type submarines
Modernization programme with S-Cube™ sonar suite.

EGYPT

Mine hunting
Sonar overhaul contract.

INDIA

Seaking
Helicopter sonar overhaul contract.

INDONESIA

Surface ship
Mid Life Modernization and refit contract for sonar, radar, CMS, EW components.

INDONESIA

Cakra submarine
Overhaul in Korean shipyard; overhaul of fire control system.

MALAYSIA

Lekiu-class
Spherion overhaul contract.

OMAN

Muheet class OPVs
Overhaul and refit radar equipment contract.

THAILAND

Ratanakosin class
Modernization of fire control and CMS systems.
The main objective of any through-life support solution is to ensure that systems continue to operate to an optimum level of performance whilst keeping pace with change – both technologically and operationally – throughout their service life.

As part of our innovative approach to naval systems support, programmed technology insertion is key to sustaining and improving your system capability.

In order for your Systems to stay abreast of changing environments, we propose the smoothest upgrade path on a schedule that suits your specific objectives and operational constraints.

Component obsolescence is a constant threat to system availability, potentially eroding your operational capability and increasing your life cycle costs. Traditional hardware overhaul operations no longer address these issues adequately. We proactively identify obsolescence risks and mitigation opportunities, continually monitoring component availability and developing cost-effective technology insertion solutions to sustain your naval capabilities at all times.

Over the years, we have built on our experience to develop a comprehensive set of capabilities ranging from initial needs appraisal to complete overhaul and recommissioning programmes. In many cases, surplus systems can be reactivated to give them a second lease of life for another customer.

Technology insertion, upgrades and reactivation extend the service life of naval platforms and systems, reducing life cycle costs and enhancing the overall performance of the fleet.
FOCUS ON YOUR CORE MISSION
Supporting dozens of different types of naval equipment and systems calls for robust methodology and processes. With an extended services contract tailored to your specific needs, you can focus all your attention on your operational missions, while seasoned support professionals provide contractual assurances that your systems will be available when you need them.

THROUGH LIFE SUPPORT AS A FORCE MULTIPLIER
Professional support services enable you to extend the service life and enhance the performance of both new and legacy systems. By building on previous investments, rather than buying new systems, you can maximise your naval capabilities cost-effectively.

Our commitment extends far beyond the scope of conventional service contracts. We bring you access to the capabilities of the entire Thales organisation and its in-depth knowledge of the naval, air, space and security environments. We support your equipment and systems – and even entire platforms and fleets – from cradle to grave. We provide all types of services, ranging from Integrated Logistic Support to upgrades, modernisations, overhaul, service life extension, reactivation and even end-of-life disposal, under contractual arrangements that are tailored to your specific requirements and priorities.
PERFORMANCE-BASED CONTRACTING
Contractor Logistic Support arrangements offer an agreed level of system availability for a fixed price. These performance-based solutions include guarantees of spare part availability, and contractual commitments on turnaround times and overall system availability.

Contractual incentives to reduce costs, achieve availability targets and continuously improve performance deliver clear benefits for customers and optimise resourcing throughout the supply chain. Performance-based contracts reflect a growing trend towards closer working relationships between naval customers and their service providers. We have successfully developed this partnership approach in many of our countries of operation. Our experience is that Integrated Project Teams with shared objectives, responsibilities and values are in the best position to innovate and make cost-conscious decisions.

TOTAL SYSTEM SUPPORT
To further reduce overhead, we can also provide total through-life system or platform support for any configuration of Thales and/or third-party equipment, with guaranteed availability or capability.

RELIANCE
AUSTRALIA
> **MHC Huon Support**
5-year performance based contract to support Huon Mine Hunters.

AUSTRALIA
> **Collins submarine Scylla Sonar ISS** *
5-year performance based contract to support the Collins class submarine sonar system.

FRANCE
> **Barracuda-class sonar CLS**
6.5-year availability based contract to support Barracuda-class submarine sonars.

FRANCE
> **CMT Support**
5-year performance based contract to support Mine Hunter sonar systems.

FRANCE
> **MINREM (Dupuy de Lôme)**
5-year availability commitment contract.

FRANCE
> **MATILDE**
10-year on-site support contract for a 44 Radio stations worldwide network with 99% availability commitment.

NETHERLAND
> **TACTIS support**
15-year performance based support contract to support 74 Tactical Indoor Simulators.

NETHERLAND
> **KKW Support**
5-year performance based support contract to support 36 Small Calibre Arms simulator sites.

NETHERLAND
> **SQUIRE CLS**
15-year support contract to support 62 SQUIRE battlefield radars.

UNITED KINGDOM
> **SONAR CLS**
5-year performance based CLS contract for all Thales sonars in the United Kingdom on board Mine Hunters, submarines and frigates.

* ISS In Service Support
We are committed to dependable, responsive service delivery based on close cooperation with customers and teaming with local partners.

/// Local support

SUPPORT WHERE IT’S NEEDED
Our worldwide naval operations serve customers in every corner of the globe through a rapidly expanding network of locally based design, engineering and manufacturing facilities. Naval services staff support a global customer base, keeping their systems operational and in optimum condition.

AN EXPANDING IN-COUNTRY PRESENCE
Today we are leveraging the worldwide Thales network to sustain a permanent local presence in almost every country of operation. The Thales organisation is in a strong position to develop close relationships with customers. Dedicated support centres for naval customers in specific countries are part of this policy. Singapore is our latest addition. Support solutions are tailored to the local situation to respond to the specific market dynamics of each country. In the coming years, the expanding multidomestic network of local support centres will deploy this philosophy of tailored solutions for individual countries. Local support operations apply global best practices and our customers benefit from economies of scale whenever possible.

RELIANCE

AUSTRALIA
› Fleet Repair and Maintenance
General repair and maintenance of RAN ships including docking and alongside repair and maintenance of various ship systems.

FRANCE
› TRANSFOST
8-year mission capability commitment of homeland based French Navy strategic communication Stations Responsibility of the global stations support, including ancillaries and on-site permanent assistance.
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