

THALES



Global Services Provider
Your trusted partner

Secure today and prepare tomorrow

www.thalesgroup.com

>> OUR EXPERTISE



RAFALE

"The exciting point with this innovative Rafale **Contractor Logistic Support** (CLS) contract is that we have succeeded in securing a long term global support contract: more than 100,000 flight hours during 7 years, improved availability, improved reliability resulting in the reduction of the flight hour cost."

Excerpt of a speech delivered by the SIMMAD Director (05-2004)



SYRACUSE III

As prime contractor, Thales is providing innovative through-life support services that guarantee **service availability** under operational level agreements for the full complement of Syracuse III military satcom system and equipment until 2020.



AIR TRAFFIC SECURITY

Thales is performing a complete modernization of the airspace coverage for the Brazilian Air Force. This **upgrade program**, which extends the life span of the radars until 2015, will increase the Brazilian airspace safety thanks to the improvement of the radars' performances and reliability.



A380

Thales has created with Diehl Avionik Systeme, Liebherr Aerospace and Zodiac the joint venture OEMServices. This new service offering will drive high levels of **proximity services** to the operators and reduce the costs in asset investment and maintenance.



EMBRAER

Thales Geodis Freight & Logistics manages the **reverse logistics** of Embraer for their customers from the EMEA (Europe, Middle East & Africa) zone. The Thales Geodis solution streamlines the repair cycle for unserviceable equipments and manages all the different stages of the process.



NH90

Thales provides, within an industrial consortium, helicopter training for the German Armed Forces. This first German **Private Finance Initiative** (PFI) programme covers the design, development and manufacturing of four NH90 full-mission simulators and three training centres for 14 years.



FSTA

Thales, as a member of the AirTanker consortium, has been selected as the preferred bidder for the Future Strategic Tanker Aircraft (FSTA) requirement for the Royal Air Force. This **Private Finance Initiative** (PFI) programme will provide strategic air refuelling services for 27 years.

>> OUR COMMITMENTS

Ensure continuous availability

Understanding your critical need for the increased availability of your systems, fleets and equipment, Thales delivers immediate services as well as global long term support.

In order to allow customers to focus on their core activities, Thales provides you with continuously upgraded systems based on latest technologies and mission requirements.

Thales is with you wherever and whenever your operations take place.



Thales provides dedicated services packages based on service level agreements and performance commitments at best cost.

> *Integrated Logistic Support (ILS)*

- Logistic Support Analysis (LSA), Life Cycle Cost (LCC) studies, initial training and documentation

> *Maintenance and global support*

- Repair services, spares, technical assistance, test bench design and delivery
- Services engineering including reliability, obsolescence and spares management, through life and Contractor Logistic Support (CLS), refresher training, on-line services

> *Logistic footprint*

- Logistic planning and tracking, supply information systems, dedicated service centres, Aircraft On Ground (AOG) services, maintenance prime contractorship

> *Proximity services*

- Regional hubs, maintenance and training centres, local partners, users forums
- Forward operations: projected forces support, forward support packs

> *Upgrade solutions*

- Configuration and obsolescence management, system upgrades and life extension contracts, maintenance policy adaptation



>> OUR INNOVATIONS

Maximize your operations

Conscious of your growing need for flexibility in an ever-changing environment, Thales works with you in order to build tailor-made contractual partnerships.

To meet your operational, human and budget crucial constraints, Thales offers dedicated service solutions to maximize the management of your platforms and resources through constant innovations in technologies, products, services and partnerships.

As a services prime contractor with an established global network, Thales provides end-to-end services, from training through to operations.

- > *Human skills development and global training integration*
 - Education and training, coaching and consulting, simulation tools and synthetic environment solutions
- > *Organisation, process and infrastructure optimisation*
 - Outsourcing solutions: maintenance level and facility management, Business Process Outsourcing (BPO), IT infrastructure management, e-services transformation, airport and air force bases operation and security
- > *Supply chain management*
- > *Services provider*
 - Signal in space provider in communication and air traffic management
- > *Innovative financial solutions*
 - Pay-per-use solutions, Public Private Partnership (PPP), Private Finance Initiative (PFI)

>> THALES, A GLOBAL SERVICES PROVIDER

Thales, your long-term committed partner.

You are facing a continuously changing commercial and strategic environment.

Your major challenges are to prepare and adapt your resources and maximize their efficiency.

You carry out your mission and you need to focus on your core business, whilst constantly mastering budget constraints.

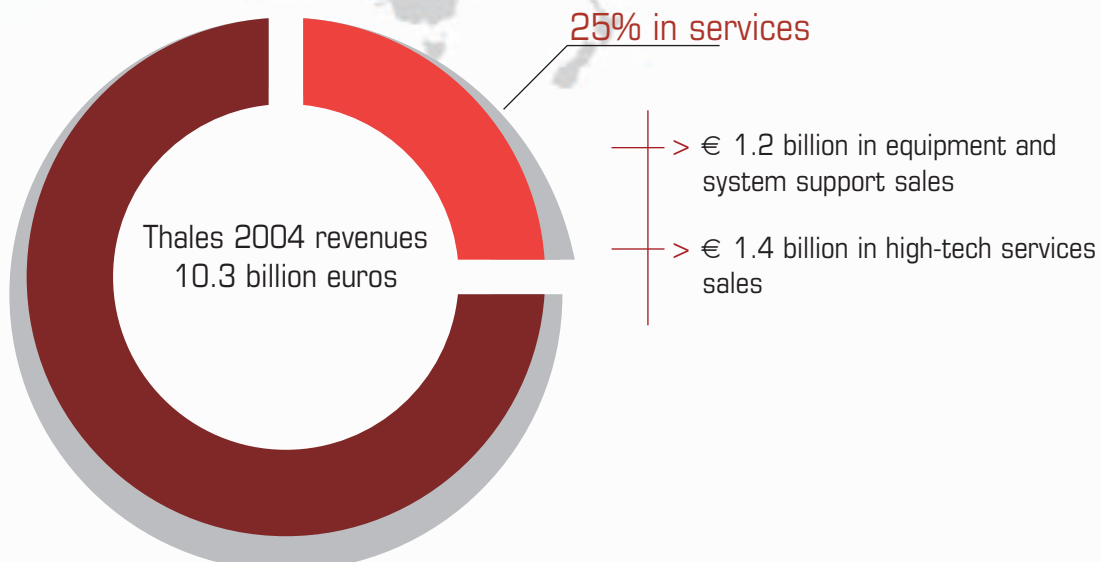
Thales' commitment, expertise and innovation enable you to meet mission requirements by delivering modular tailored service solutions.

Our cutting-edge high-tech know-how, our expertise in safety and security issues and our aerospace skills make us a key services integration partner.

Services are at the heart of Thales' strategy.

OUR ADDED VALUE

- > A worldwide network
- > Benefits from mutual experience in defence and civil market : 60% in defence and 40% in civil
- > 15,000 employees providing services





Thales

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