

INDRA DEVELOPS AN EXPERT REMOTE SUPPORT SOLUTION FOR DEFENSE SYSTEM MAINTENANCE THAT REDUCES COSTS AND BOOSTS MILITARY OPERATIONAL READINESS

- The solution provides 24/7 remote access to specialists who assist in diagnosing and resolving issues on ships, aircraft, tanks, and any other weapons systems
- It speeds up response times, reduces travel costs, and maximizes the operational readiness of critical defense platforms and systems
- It includes multilingual real-time translation tools, allows access via various devices such as tablets, smartphones, or mixed reality glasses, and offers the ability to record and monitor interventions, generating shared intelligence, among other advantages

Madrid, September 16, 2025 – Indra has developed a new expert remote support solution that provides specialized technical assistance for the maintenance of land, naval, and air defense platforms and systems, aiming to ensure maximum availability and operational efficiency.

The company has been providing support services for over 50 years for various systems, both of its own design and manufacture and from third parties. The maintenance of radars, aircraft, ships, or tanks often requires the deployment of experts, sometimes to remote areas where missions are carried out.

These deployments not only entail significant costs but also impact the availability of critical assets for a country's security or the success of a mission. To address this issue, Indra has developed a new expert assistance solution that uses secure, encrypted communications to provide field technicians with direct 24/7 access to specialists.

The solution also includes a multilingual real-time translation service, allowing technicians to receive support from any specialist regardless of language barriers.

To facilitate collaboration between technician and expert, the system supports the use of multiple devices—such as smartphones, tablets, or smart glasses—giving the technician the freedom to continue working on the system while sharing their view and receiving guidance to complete the task. In developing the solution, Indra has worked with the company Zerintia Technologies.

Rafael Molano, Business Development director in Indra's In Service Support (ISS) area, explains: "The expert remote support system not only speeds up maintenance and removes geographical barriers, but also enables much more organized and efficient work. It allows for planned interventions and records all actions taken, providing greater control over the work performed on each system and generating shared intelligence from the collected data."

Indra is driving the digital transformation of maintenance with cutting-edge technology and the reliability, rigor, and flexibility required by critical defense systems to ensure mission success. The company also plays a key role in projects such as the development of the Spanish Army's Logistics Base and the SILPRE system, which will serve as its brain. Indra is a pioneer in applying intelligence to the defense sector and recently introduced IndraMind, a platform designed to optimize the automation of critical operations and ensure excellence in multi-domain operations.

About Indra

Indra is a leading Spanish multinational and one of the foremost global defence, air traffic and space companies that, through technology, protects our current way of life and anticipates the needs of the future. Its committed team of experts, its in-depth knowledge of the business and the latest technologies, and its unique innovation and systems integration capabilities make it the trusted technology partner for key operations and digitalization for its customers around the world. Thanks to its leadership in major European programs and projects, as well as its spirit of collaboration and partnership strategy, it drives the industrial and innovative ecosystem in these sectors. The company is part of Indra Group, which posted revenues totaling €4.843 billion in the 2024 fiscal year, with a local presence in 49 countries and business operations in over 140 countries.

Communication Dept. Contact

Antonio Tovar
atovar@indra.es
+34 683 667 916