



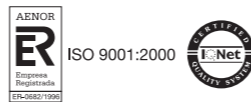
indra

SPACE

MAINTENANCE AND TECHNICAL ASSISTANCE OF SATELLITE COMMUNICATIONS SYSTEMS

Satellite communications, earth observation, navigation and positioning and control stations

indracompany.com



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MAINTENANCE AND TECHNICAL ASSISTANCE OF SATELLITE COMMUNICATIONS SYSTEMS



Indra guarantees space systems life cycle thanks to an effective customer service

Maintenance and technical assistance

Indra has a high qualified engineering team exclusively devoted to customer service and logistics activities during product pre-delivery and post-delivery phases and along overall life cycle.

These tasks complement our capabilities of design, development and manufacturing.

Full services flexibility to customer needs is also provided.

Our experience, based on direct contact to end user and feedback is the baseline of continuous maintenance contracts which main aim is to protect and improve system availability.

Main areas are as follows:

- Logistics analysis
- User documentation and training courses
- Product support

Logistics analysis

It includes maintenance analysis, logistics support analysis, level of repair analysis, life cycle cost analysis, provisioning channels definition...

Support engineering activities as reliability, maintainability, availability and safety are also developed for helping the customer to get maximum confidence in our products.

From obtained data, through data bases, it is possible to evaluate and assess product life cycle.

User documentation and training courses

This activity will prepare, issue, upgrade, correct and improve end user documentation. This is the need documentation for correct operation and maintenance. Any other required manual or handbook, by user, is also done by this area (installation manual, provisioning documentation...)

Training courses are provided at any maintenance level (according to customer requirement). Our facilities are adequately prepared for training courses with special training rooms, testing zone, testing tools, mock-ups, training simulators, computer based training, and skilled training engineers. Last ten years we have trained more than 2000 trainees.

Product support

Indra has an important Product support area with a large experience in many different projects and products. Our exhaustive services list is made thinking about as closer help to our customers as possible. Our human resources are our baseline completed with other resources (facilities, measuring tools, spares...)

As summary, our services are:

- Equipment repair
- Corrective maintenance (on site interventions)
- Preventive and/or scheduled maintenance
- Hot-lines
- Modifications and reconfigurations
- Operation support

- Helpdesk (on call) assistance
- Engineering analysis
- Spares provisioning
- Configuration control
- Spares depot
- Overhauls
- Testing tools