

Integrated Logistic Support



NO-STOP WORLDWIDE ASSISTANCE

ILS

GEM ELETTRONICA's approach

Reducing costs associated to life-cycle of systems is mandatory for customers to sustain their maintainability and supportability.

Crucial for such achievement is the complete coverage of logistic activities put in place by GEM base on its renown experience in Customers' assistance worldwide.

Moreover, GEM ELETTRONICA has established a maintenance policy strongly based on the Supportability Analysis, that defines also the set of actions to carry out when obsolescence rises up, in order to assure the maintenance of the System by means of spare parts production or repair.

The technical documentation available in any format required makes customers promptly informed and feel GEM is restlessly available to provide H.24 assistance.

Comprehensive Logistic Analysis, i.e. Reliability, Availability and Maintainability (RAM), Spare Part Catalogues, Training Courses to Operators/Maintainers at OLM/ILM/DLM levels/Installators are a must as well, and GEM is therefore engaged to strive the best support to its customers accordingly.

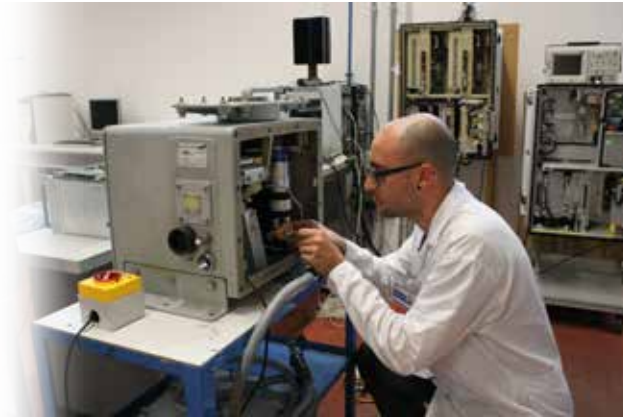
GEM is also engaged in promoting ILS strategies with Customers to profile the ILS package best fitting their needs versus the systems' lifespan.



Integrated Logistic Support

Logistic Support Analysis (LSA)

- Logistic analysis
- Spare part supply and distribution
- Support and test equipment supply
- Maintenance concept + logistic breakdown structure
- Life cycle costing analysis
- Maintainability procedures and reports
- Reliability reports
- Testability studies
- Availability study
- Packaging, handling, storage and transport (PHST) recommendations



Technical Services

- Information and updates via FTP database
- Online helpdesk or support hotline
- Worldwide technical installation and assistance

Customer Trainings

- Operator and on the job course
- Maintainer courses (operator, on board and depot level)
- Instructor course
- Self-servicing contracts
- Product and software support



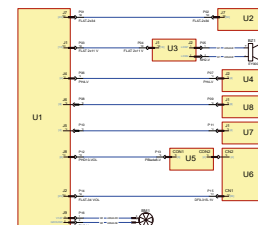
Item	Part Number	Description	Quantity	Unit	Material	Weight	Volume	Dimensions	Notes
1	1000000000
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28
29
30
31
32
33
34
35
36
37
38
39
40
41
42
43
44
45
46
47
48
49
50

Configuration Management

- Configuration management plan
- Database for hard and software information
- Logistic data package files

Technical Publications

- Operator, maintenance, installation and STW documentation
- Spare parts catalogue

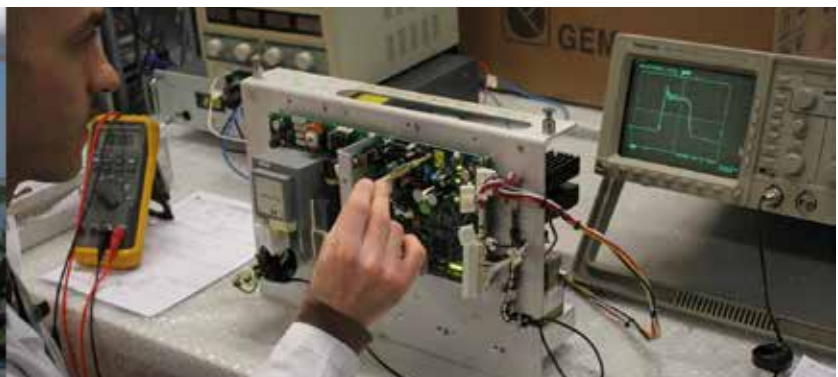


Obsolescence Management

- Proactive Approach to Monitoring and Reporting
- Last-time buys
- Form, fit, function compatible solutions

Customer care

GEM ILS department is available to provide assistance to its Customers through ILS help desk office to ensure full performance and 24/7 availability for optimum Customer support during/after warranty. Any claim is managed through the Return Merchandising Authorization (RMA) procedure for best tracing of any in-house- at job assistance.



Technical Assistance

- Site surveys;
- On-site repair service;
- Intervention schedule and technical assistance service;
- Support domestic and foreign customers regarding the functioning and use of company products or services, identifying solutions and guaranteeing assistance in the event of problems with the product or service;
- Help desk for gathering information and activity requests.

Sustainability Laboratory

- Support to development of new products through solutions that allow the best and efficient preventive and corrective maintenance of the same, both in-house and off-site;
- Acquisition of updated instrumentation to carry out the on-site assistance tasks;



- Feasibility study and impact analysis of retrofit solutions.

Technical Publications

Precise, standardized and updated

GEM edits technical documentations in accordance with the applicable national and international standards.

The documents are issued in different formats including IETP (Fully Interactive Technical Publication) format as per agreements with the Customers and are readily available through the Internet by using reserved individual access procedure.

Each technical manual includes at least the following sections:

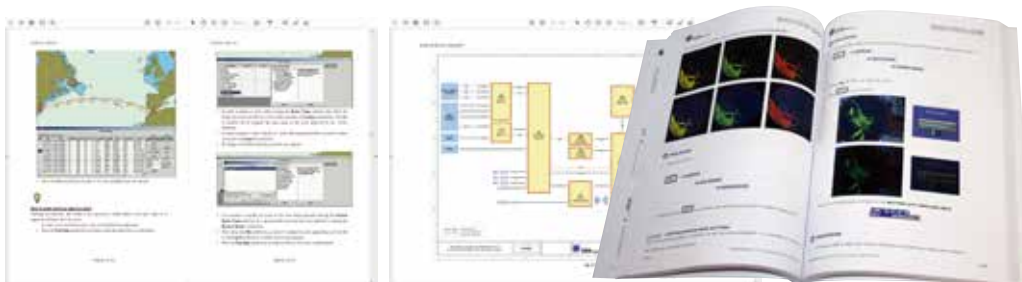
- Safety instructions;
- Technical description and data tables;
 - Functional Description;
 - Use of the System;
- Preventive Maintenance for periodic inspection and simple maintenance operations;
 - Corrective maintenance to allow replacement failed parts with list of special and standard tools required;
 - Troubleshooting with on-line and off-line Built-In Test Equipment;
- Spare Parts List;
 - Installation Procedures;
 - First Power-on and Setting to Work procedures before Use;
 - Cable Running Sheets.



Interactive manual PDF



Multimedia CD-Rom



User and Maintenance manuals

Integrated Logistic Support



Long-life Sustainability of Products

GEM ILS provides recommendations and suggestions since product design, prototyping and engineering thereby reducing costs of launching new products at minimum and get it soon entering into maturity thereby enhancing the Mean Time Between Failure (MTBF).



Through no-stop logistic support analysis (LSA), based also on theoretical predictions and from-the-field statistical reports, all GEM Products and Systems are continuously supported by the Hardware and Software Obsolescence Management System based on the Proactive Approach.

In the frame of the obsolescence management, check of discontinued production and last-buy opportunities are performed at regular rates. Obsolescence solutions always stem from the basic requirement of Form, Fit & Functions (3F) compatibility for minimizing impact on installations and maintenance. Such solutions are validated by a campaign of tests at factory and on the job, then readily applied to all relevant documents and made available to Customers.

Integrated Logistic Support



Training

GEM ELETTRONICA has developed a number of structured and comprehensive training courses aimed to provide operators, officers and crewmen the right level of knowledge and familiarization with state-of-the-art navigation and surveillance technologies.

Continuous technological development in the manufacturing of equipment requires up-to date training of service engineers. In order to improve this important activity, GEM ELETTRONICA supplies courses for operators, I°/ II°/ III° level technicians and "Train-the Trainers" scopes and purposes held at GEM Training Center.

GEM ELETTRONICA training courses are designed to complement on-shore and on-board experiences and training and they are tailored to different technologies (radar, software, IR/EO systems) and to different tasks (operator, supervisor and maintenance).

The courses are organised mixing theory and practical exercises under direct conductance and supervision of GEM Training Staff which includes Senior Technicians and Engineers owning the required experience of system applications and operations.



