

# Lifetime support for the world's leading radar systems



**GEC-Marconi**





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## Total capability. Total support.

The Radar Systems Division of GEC-Marconi Radar and Defence Systems is one of the world's leading suppliers of radar systems for land and sea based Air Defence, Air Traffic Control (ATC), and Economic Exclusion Zone (EEZ) monitoring. Its customers include both military and civil authorities world-wide.

GEC-Marconi views customer support as a vital and integral part of the design process of a radar system. The Company designs equipment from the outset to be supported throughout its life, using modular techniques to allow parts to be replaced easily.

The Company has built unrivalled expertise in Integrated Logistic Support (ILS) enabling system availability, reliability and maintainability to be predicted. This expertise also helps to define maintenance and repair schedules and recommend spares ranging and scaling.

As one of the largest customer support organisations in the world, GEC-Marconi understands the importance of support and treats every customer's needs individually. Each customer is assigned a Sales Manager from a dedicated team who concentrates exclusively on a particular area of the world, offering customers support from the following range of services.





## Post design

Because GEC-Marconi understands the importance placed on achieving the longest possible service life out of a customer's radar investment, they have invested heavily in the development of post design services.

A vital part of the Company's customer support capability is to provide long-term post design technological support, to improve the performance of the system and increase its operational life. Post design engineers develop not only minor modifications but also solutions to mid-life system upgrades, including enhancements and the design of complete replacement units to counteract obsolescence.

## Spares and repairs

GEC-Marconi supplies spares solutions for all parts of its radar systems, from a simple mounting pad to a complete antenna assembly, including parts from a wide range of original equipment manufacturers whose components are used in the system.

Should obsolescence occur, alternative component solutions are always found.

A detailed spares listing can also be provided to ensure that equipment is always maintained to the highest state of readiness.

Furthermore, the Company offers a repair-replacement service at its repair centres.

## Emergency service

A telephone hotline enables customers to contact the Company directly in the event of an emergency. The Company's engineers are always on call to help customers investigate and diagnose system faults.

They are also equipped to undertake emergency repairs, returning essential operational equipment back to fully functional service in the shortest possible time frame.

## Resident maintenance engineers

Where a customer requires a more direct, hands on support and service facility, GEC-Marconi provides maintenance engineers resident on site. The Company has been offering this service for more than forty years, and currently has resident engineers in many countries throughout the world.

## Technical documentation

The Company publishes a range of technical manuals tailored to individual radar systems. They are produced in a variety of media, from printed books to CD-ROMs, and in a range of languages.

Maintenance manuals are also produced to assist the customer's engineers in looking after their systems.





## Hands-on training

It is vitally important for a radar system to be operated and maintained by trained staff. To reduce reliance on an outside source for these essential, technical skills, GEC-Marconi offers training programmes for customer staff at all levels and on every aspect of the Company's systems, both new and modified.

There are a number of standard courses available, as well as programmes tailored to specific systems' requirements. The courses include theoretical teaching and practical experience and can be provided at the Company's purpose-designed training schools or in the customer's own territory.



The Company also offers the facility to train the customer's own staff to develop the necessary skills to manage and train others. This not only gives the customer greater control over training, but is also more cost effective.

## Calibration and maintenance

The Company is dedicated to maintaining customers' investments and test equipment to the highest possible standards by offering a range of calibration and maintenance services.

A team of engineers is always available to measure and calibrate the customer's test equipment to ensure consistently accurate test results.

This testing can also be carried out as annual maintenance checks and surveys to inform the customer of areas that are not performing to standard.

All reference equipment is regularly calibrated to National Standards.

## Facilities management

Prompted by financial pressure and the desire to improve service quality, there is a global trend by customers to increasingly outsource non-core services.

In response to specific demand from its customer base, Customer Services has harnessed its comprehensive engineering and support services to encompass the field of technical facility management.

The Company's aim is to take responsibility for specific support requirements, ensuring the highest standard of service is provided, enabling customers to focus on their core business. The Company offers a fresh approach to the delivery of traditional services resulting in improved efficiency and significant cost saving.



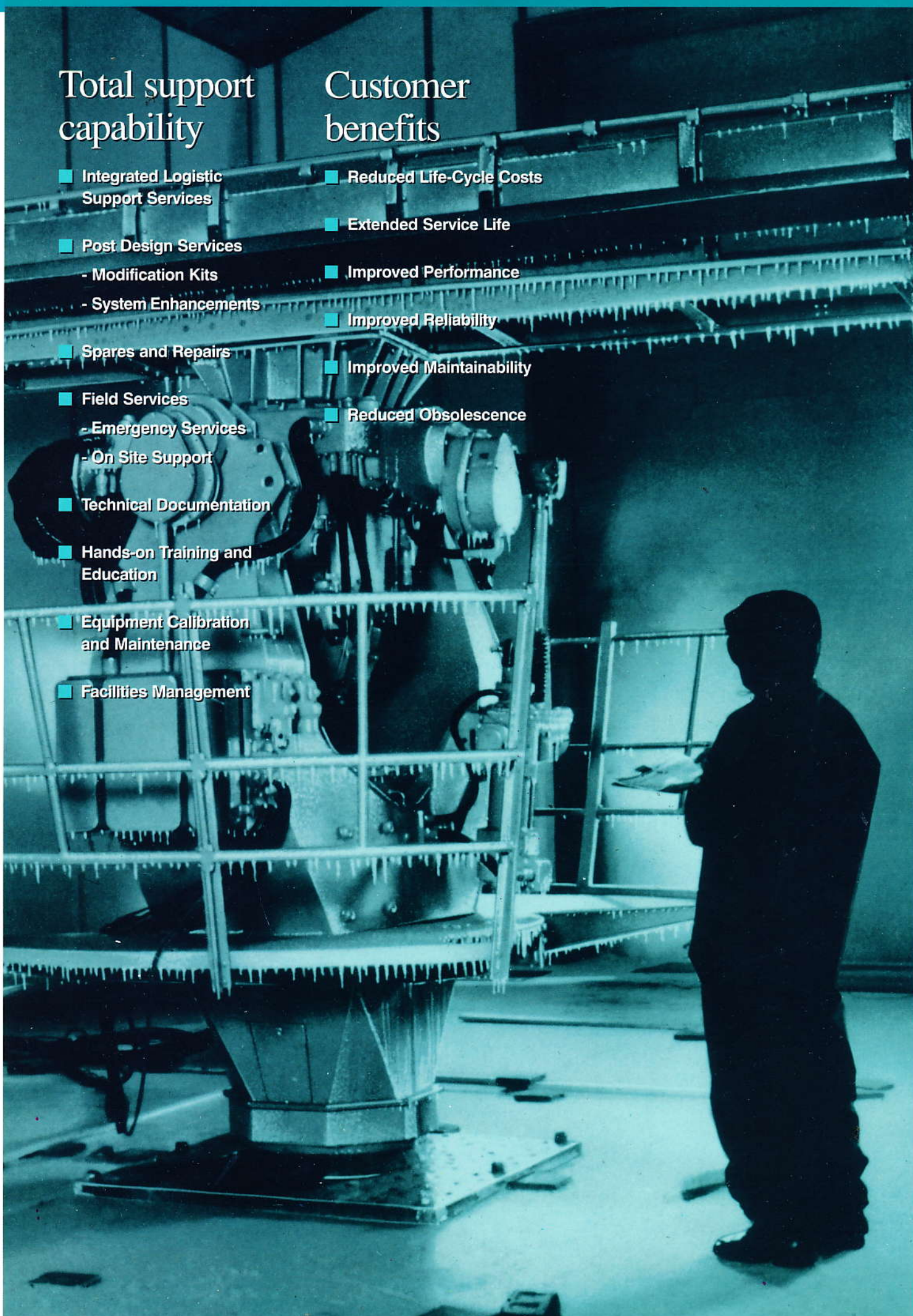


## Total support capability

- Integrated Logistic Support Services
- Post Design Services
  - Modification Kits
  - System Enhancements
- Spares and Repairs
- Field Services
  - Emergency Services
  - On Site Support
- Technical Documentation
- Hands-on Training and Education
- Equipment Calibration and Maintenance
- Facilities Management

## Customer benefits

- Reduced Life-Cycle Costs
- Extended Service Life
- Improved Performance
- Improved Reliability
- Improved Maintainability
- Reduced Obsolescence





## Why GEC-Marconi?

Many companies offer support services for radar systems, but GEC-Marconi believes its experience gained over nearly fifty years places it in a unique position to provide the finest service available.

The Company has a reputation for stability, flexibility, total reliability, and the ability to adapt to both military and civil markets world-wide.

GEC-Marconi holds the internationally recognised BS EN ISO 9001 certification, one of the highest quality standards that exists. It strives constantly to exceed this standard, giving customers the reassurance that their systems are in safe hands.

Finally, as part of the £10 billion GEC group, the Company is able to call on extensive back-up and resources to keep ahead of rapidly changing technology and market demands.

## Here to help

It is only possible in a brochure such as this to give brief details of the customer support services GEC-Marconi offers. For further information, please contact the Company at the address below.



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