



KONGSBERG



DEFENCE COMMUNICATIONS THROUGH-LIFE SUPPORT

LIFE CYCLE CUSTOMER CARE

Through-Life Support Concept

KONGSBERG's through-life support concept is designed to provide maximum availability and life cycle cost predictability. Our wide range of support options are tailored to meet your specific operational needs. Your dedicated key account manager will ensure a professional follow-up.

Our support concept is a two-step model. The Annual Basic Support Package consists of services considered as continuous and recurring, and the On-Demand services offer a wide range of options to cover your more specific support needs. This concept makes it possible to tailor a complete support package that suits your needs.

WE OFFER

- On-site support
- Technical workshops
- Highly skilled technical specialists and instructors
- Wide range of support-options
- World class customer care

Through-life support benefits

- Tailored to our Customers expectations and needs
- Dedicated Technical Account Manager (TAM) with in-depth knowledge of your system, to assist in both On Call- and On Site support
- Flexibility to combine multiple support services in one visit
- Workshops to discuss technical topics
- Training concept to ensure continuously updated competence



Annual Basic Support Package

The customer get access to KONGSBERG's unique competence and expertise within Communication systems. This package covers the fundamental logistical support needs such as remote support, annual obsolescence reports, spare parts provisioning and prioritized access to spare parts. The basic package also includes points of contact. The annual support meeting normally has the following topics on the agenda:

- Customer experience and new requirements
- Supplier report on open RMA items
- Obsolescence status report
- Spares provisioning
- Product roadmap
- On-demand requests for the next year

On-demand Services

KONGSBERG offers a comprehensive array of support services to satisfy the customers unique needs. All these On-demand Services can be ordered as supplements to the Basic Package. The services are listed below.



KONGSBERG technical account manager available for on-site workshops



An important part of the Annual Basic Support Package is the support meeting where KONGSBERG and the customer meet to evaluate status on important topics

THROUGH-LIFE SUPPORT CONCEPT

Annual Basic Support Package

- Dedicated points of contact:
 - Key account manager
 - Technical account manager
- Annual support meeting
- Remote technical support
- Spare parts provisioning
- Obsolescence management

On-demand Services

- On-site support
- Technical workshop
- Maintenance
- Training
- Repair and return services
- Post design services / upgrades
- Technical manuals

Please contact us for more information:

Mail: kda.support.dk@kongsberg.com

Phone: +47 900 15 484

Kongsberg Defence & Aerospace AS

P.O. Box 35

N-1383 Asker, Norway

