

# Support Services

Customer support service excellence - anywhere, anytime



Security & Detection Systems

## Have the support of one of the industry's largest and most experienced global service teams

We offer a spectrum of services to help you attain maximum value from your investment while maintaining effective and efficient operations, including on premise, phone and emergency support.

Our customer premise support services include installation and integration, preventative maintenance plans and 24/7 repair at customer site to make certain systems are performing at optimal levels. L-3 has many service options to meet customers' budget, system availability and specific

customer operating requirements. Utilizing our current service plans or customized plans, we provide flexibility to meet customers' needs.

L-3's team of field service technicians and engineers are strategically located across the globe to ensure rapid response to customers' service needs and maximize system operating availability with repairs completed quickly and efficiently.



### SERVICE

- Installation and integration
- Preventive maintenance
- 24/7 repair

### TRAINING

- Corrective maintenance
- Operator training
- Preventive maintenance



**The L-3 Advantage.** L-3's team of field service technicians and engineers are strategically located across the globe to ensure rapid response to customers service needs and maximize system operating availability

### **Global Project Support: Encompassing All Product Lines**

L-3 SDS' Global Projects Service Support Team is disciplined in planning, organizing and managing security screening systems installation and integration to achieve critical budget, milestone and performance goals. Whether cargo, checkpoint, checked baggage or another security system installation project, the Global Project team provides customized solutions and management support to turn ideas into reality. Specific services include networking, systems integration, construction, system upgrades, consultation and equipment replacement.

L-3's Global Projects Service Support Team consists of highly specialized engineers and technicians with the skills to complete the task. We utilize project management principles and tools to execute your security screening program to ensure your goals are met relative to schedule, quality and budget.

### **Spare Parts & Logistics: Global Network of Regional Centers**

Spare part and consumable orders are fulfilled via customer-driven delivery options: overnight, next-flight-out and local courier services. L-3 SDS maintains a global distribution network of regional distribution centers and localized forward stocking locations modeled to support dependable, reliable and expeditious delivery of OEM parts required to support system operational availability. Spare part and consumables stocking levels are managed by an enterprise system designed to forecast our customers' requirements in advance of need.

With close to 100 forward stocking locations, we are able to fill most parts and consumable orders the same day they are received using our global distribution network.

L-3 SDS provides only OEM-specified spare parts and consumables for our products, which are designed to maintain the customer investment for superior detection capabilities built into every L-3 SDS product.

### **Technical Support: Available Worldwide 24/7/365**

The L-3 technical support team consists of product specialists available to answer all of your technical questions and provide phone or on-site support as required. These individuals lead their product or product line as the top technical authority within service operations. The product specialist serves as the key expert resource to other service team members, as well as the technical interface between service operations, engineering, research and development and product management.





## Training Options: Guiding Principles

With thousands of security personnel trained annually, L-3 SDS provides training services to meet our customers' growing and changing needs. This is achieved by consistently providing quality and responsive training solutions, allowing customers to fully utilize L-3 products at their maximum efficiency.

Our guiding principles include: commitment to total customer satisfaction, flexible training options and having experienced, enthusiastic instructors.

## Service Agreements: Customized Contracts

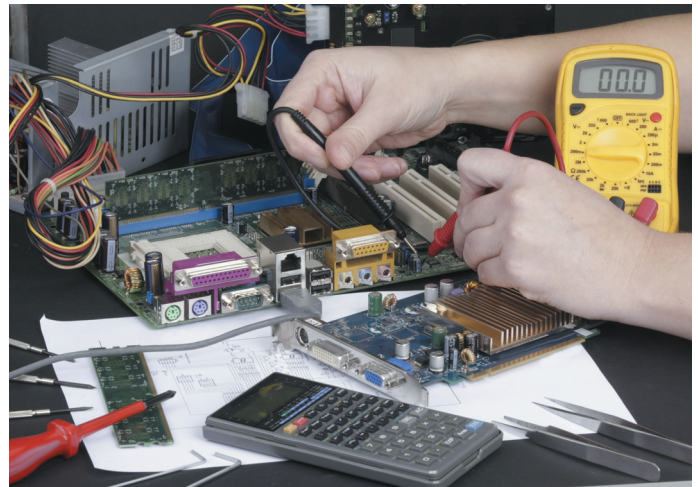
L-3 SDS offers a wide variety of service contracts and will also customize service contracts to meet all performance and uptime requirements. Our team of field service engineers performs all necessary preventive and corrective equipment maintenance in the field, whether or not you are under warranty, service agreement or operating on a time and material basis.

## In House Repair: Lifecycle Support and Maintenance

L-3 SDS has long recognized the need to provide customers with superior repair and diagnostic capabilities for the products we sell and support. This in-house capability ensures our customers systems are supported throughout their lifecycle and that maintenance costs are minimized. Our repair center capabilities include diagnostics, repair, test, failure analysis and quick repair turnaround to meet customers needs. Our repair service centers are staffed with trained technicians utilizing advanced tools and test equipment to ensure repairs are performed accurately and economically. As new products are introduced, the service center capabilities are updated to provide continuous support. Our team adheres to ANSI and API standards and is ISO 9001 certified.



*Our customer support call center is available around the clock, 24/7/365, with representatives available to provide many services to support our customers*



*Our technicians are OEM certified on multiple products and highly skilled in debugging printed circuit boards, power supplies and other complex computer or electrical component*

## Features

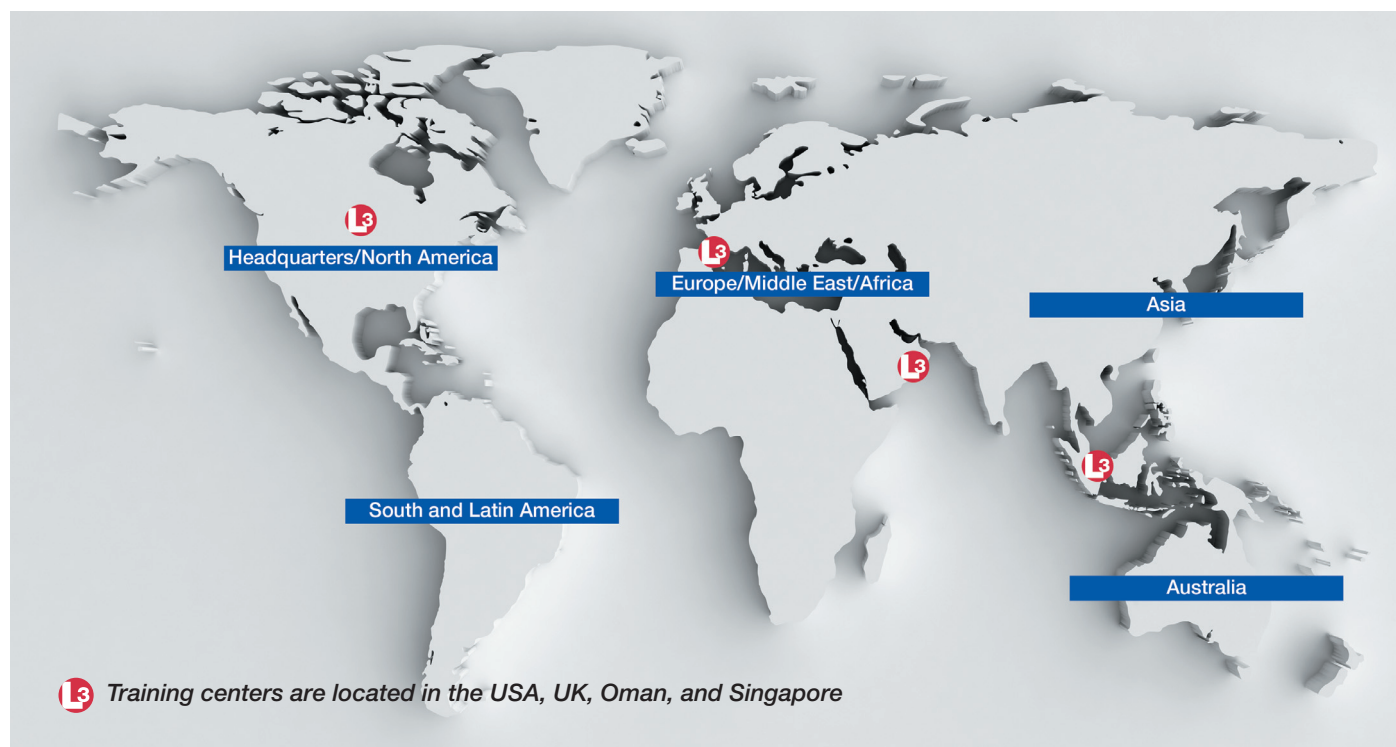
### Training Services

- Flexible, layered approach
- Flexible training options
- Classes at our place or yours
- Worldwide training facilities

### Support Services

- 24/7/365 call center
- Global project support
- Technical support
- In house repair center
- Spare parts support & logistics

## Worldwide support services



### 24/7/365 Call center phone numbers

#### United States:

Toll Free: 800-776-3031

Toll: 727-369-4356

#### United Kingdom:

+44 (0) 1344 477908

#### Australia:

Toll Free: 800 009729

Toll: +61 3 8645 4500



### Security & Detection Systems

**Website:** [www.L-3com.com/sds](http://www.L-3com.com/sds)  
**Email:** [inforequest.sds@L-3com.com](mailto:inforequest.sds@L-3com.com)

**USA:** Toll Free: 1 800 776 3031  
**United Kingdom:** Tel: +44 (0) 1344 477908  
**Asia:** Tel: +65 6787 0118  
**Australia:** Toll Free: +800 009729  
**Middle East:** Tel: +44 (0) 1344 477908  
**South and Latin America:** Tel: +1 727-369-4356

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