

Security Detection & Automation Support Services



Recognized worldwide for our commitment to customer service, Leidos fields one of the security detection and automation industry's largest and most experienced global service teams. We offer a spectrum of services to help you reap maximum value from your investment while maintaining robust and efficient operations.

24/7/365 CUSTOMER SUPPORT CALL CENTER

Around the clock representatives are available to provide many services to support our customers.

- ▶ Generate service request
- ▶ Provide status updates to customers on maintenance
- ▶ Dispatch field service engineers
- ▶ Place part orders
- ▶ Escalate any issue through a robust escalation process

GLOBAL PROJECT SUPPORT

Project engineering and management services supports global success for all customers encompassing all security detection and automation product lines and product development

- ▶ Disciplined in planning, organizing, motivating and controlling resources
- ▶ Project management in cargo, controlled checkpoints, and checked baggage for inbound or outbound traffic
- ▶ Leverages a global network of local resources that includes networking, systems integration, construction, system upgrades and equipment replacement

TECHNICAL SUPPORT

Leidos partners with customers to provide best-in-class support throughout the life of your product.

- ▶ Available worldwide 24/7/365 support via our call center or web contact form
- ▶ Product line specialists
- ▶ Locations: USA, UK, Singapore, Hong Kong and Australia
- ▶ Bilingual depending on location

IN HOUSE REPAIR CENTER

Skilled technicians ensure our customers systems are supported throughout their lifecycle and maintenance operating costs are minimized.

- ▶ Capabilities include diagnostics, repair, test, failure analysis and quick turnaround
- ▶ Centers are staffed with trained technicians utilizing advanced tools and test equipment
- ▶ Technicians are OEM certified on multiple products
- ▶ Technicians are highly skilled in debugging complex computer or electrical components
- ▶ Our team adheres to ANSI and API standards and is ISO 9001 certified

SPARE PARTS SUPPORT & LOGISTICS

Worldwide distribution network of regional distribution centers and localized forward stocking locations support expeditious delivery of OEM parts.

- ▶ Fulfilled via customer delivery options: overnight, nextflight- out and local courier services
- ▶ OEM specified spare parts and consumables
- ▶ Orders are supported with knowledgeable professionals to assist with any fitment questions
- ▶ See the website for a full listing of contact information or call us at the number below.

ABOUT LEIDOS

Leidos is a Fortune 500® information technology, engineering, and science solutions and services leader working to solve the world's toughest challenges in the defense, intelligence, homeland security, civil, and health markets. The company's 38,000 employees support vital missions for government and commercial customers. Headquartered in Reston, Virginia, Leidos reported annual revenues of approximately \$11.09 billion for the fiscal year ended January 3, 2020.

FOR MORE INFORMATION

leidos.com/security-detection

CUSTOMER SUPPORT CALL CENTER PHONE NUMBERS

United States:

Toll Free: **800-776-3031**

Toll: **727-369-4356**

United Kingdom:

+44(0)1344477908

Australia

Toll Free: **800 009729**

Toll: **+61 3 8645 4500**

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