



**IN-SERVICE SUPPORT (ISS)**

Raytheon Anschutz offers ISS packages that ensure high availability at predictable costs for the entire period of performance. This provides value for money in the short and long term and supports the respective customer with a low-risk, forward-looking support solution.

Our ISS packages cover performance-related payments such as penalties for poor service and bonuses for good service. This ensures minimum vessel down time by setting repair priority above commercial considerations. Further key factors are coverage of obsolescence and refreshing through technical updating, ensuring a suitable training level, and documentation updates.

Our ISS solutions are highly customised to meet the needs of the individual customer.

**PROFESSIONAL SERVICE NETWORK AROUND THE WORLD**

As one of the world's largest service providers we offer excellent technical support. We take care of our products and systems on board over 30,000 ships worldwide, providing maintenance and repair as well as refit for the whole life cycle of a vessel.

You get the full benefit of the know-how and experience of our highly skilled coordinators and supporters. We accompany you wherever your mission is taking place – you can rely on predictable, safe operation.

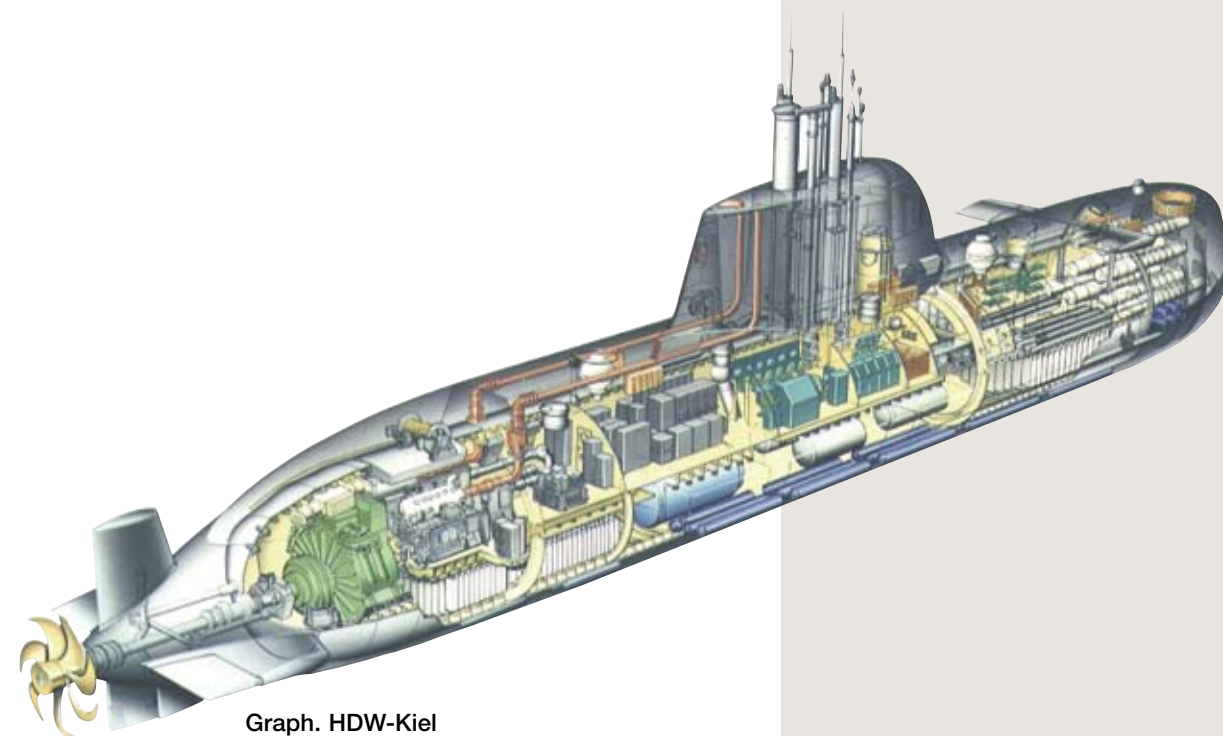
Top results for our customers are secured by:

- Central service organisation means one service point for all products delivered by Raytheon Anschutz
- Worldwide network of qualified service partners in more than 200 locations around the world for short distances and quick reaction
- Regular service training courses and continuous performance evaluation program for service partners as a standard of quality management by Raytheon Anschutz
- Flexible, reliable and fast supply chain for maximum spare parts availability backed up by continuous inventory check-ups of spare parts depots worldwide

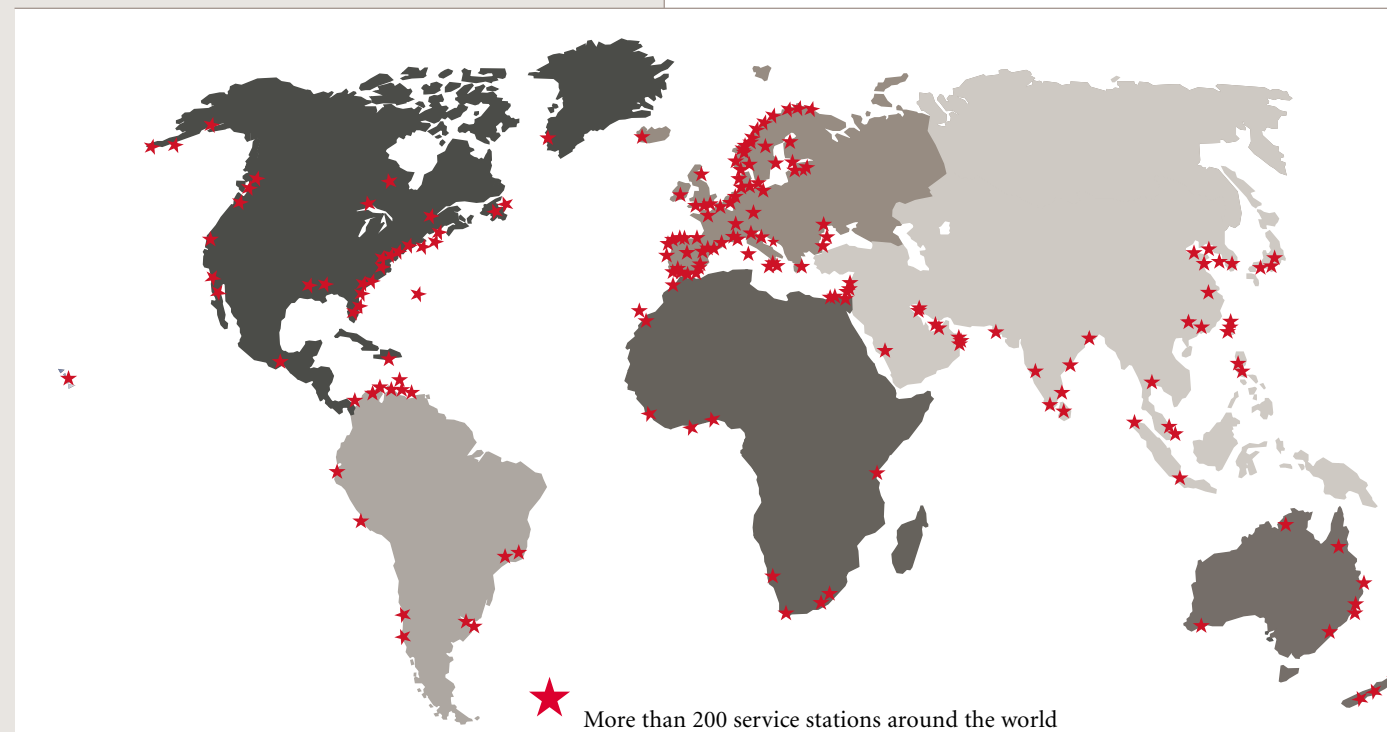


Worldwide coverage with spare parts and skilled technicians – our service network of 6 own stations, 20 large service depots and more than 200 service points, take care of all products and systems delivered by Raytheon Anschutz.

For more information please contact our website [www.raytheon-anschuetz.com](http://www.raytheon-anschuetz.com)



Graph. HDW-Kiel



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# Naval Services

Programme Management, ISS and Logistics for the Navy

**EXCELLENCE AT SEA –**  
We accompany you through the full life cycle of vessel and equipment.

**WHEREVER YOU NAVIGATE. WE ARE WITH YOU.**

# Worldwide Service Support

Raytheon Anschutz has a long tradition in providing latest technology and knowledge in navigation system integration. Being a reliable partner of more than 50 navies worldwide we have an expertise to customise and service navigation solutions for all kind of military ships.

This covers a wide variety of services throughout the whole programme, from early customer consulting and customised designs up to obsolescence management and worldwide maintenance during operation. Our philosophy is to support all systems for their whole life cycle - hence our customers enjoy safe, reliable operation regardless of where mission is taking place.



**At Raytheon Anschutz naval system integration with full service means:**

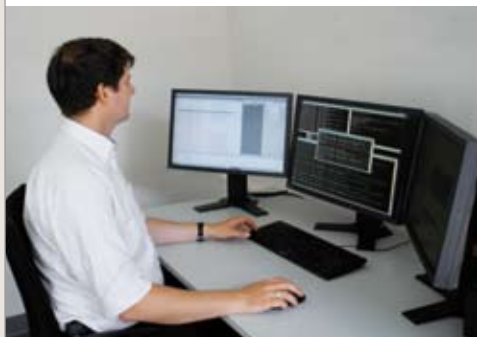
- Integration of latest Navigation and Control Systems
- Consultancy Services and Customised Engineering
- Experienced Programme Management
- Logistic Support and Obsolescence Management
- Worldwide In-Service Support

**EXPERIENCED PROGRAMME MANAGEMENT**

We offer extensive know-how and personal support for naval system integration programmes. Experienced engineers guide you from programme outline and specification of systems through programme realisation to setting in operation. We support you in keeping your budget and take care of your on-time delivery. Your benefit is to have one personal point of contact, reachable at any time.

Programme management includes:

- Tailor-made product specifications
- Technical support and consultancy with the know-how of a manufacturer
- Coordination and programme planning in programme-specific engineering teams
- Wiring-, circuit- and connection diagrams
- Exchange of documents via FTP
- Integration of customer-specific equipment
- Supplier Management
- Full testing: FAT, HAT and SAT
- Export control security in accordance with relevant government regulations
- Proposals for Integrated Logistics Support
- Obsolescence Management
- Crew training



**REQUIREMENT ENGINEERING OPTIMISES CUSTOMER'S RESULTS**

Our Requirement Engineering analyses and understands customer needs, advises customers and transfers the final set of requirements into a suitable technical solution. Most modern principles of planning, procurement, manufacture and delivery ensure that individual requirements are handled flexibly and rapidly at a high level of quality. Thereby, our customers benefit from the synergies of having all the important processes of project engineering, development and production centralised at the Raytheon Anschutz headquarter.



**INTEGRATED LOGISTIC SUPPORT (ILS)**

Raytheon Anschutz looks back upon many years of experience in supporting its customers while always striving to utilise the latest tools in customising logistics. An ILS proposal describes all relevant logistic support measures as a prerequisite for economical and effective operation of technical equipment.

Conducting a Logistic Support Analysis means to identify and define all support tasks:

- Maintenance concepts
- Spares provisioning
- Support & test equipment
- Reliability considerations
- Documentation and
- Training

Customised logistics help to reduce administrative workload and increase operation time of the vessel. Detailed terms and conditions of deliverable items and services are always subject to a customised agreement with the customer.

**INTERACTIVE ELECTRONIC TECHNICAL DOCUMENTATION (IETD)**

The amount and density of information as well as the required topicality and availability of technical documentation are good reasons to introduce an Interactive Electronic Technical Documentation (IETD) system. The Raytheon Anschutz IETD is based on modular design and allows retrieving technical information easily from the linked modules by use of hyperlinks and search terms.

