

CUSTOMIZED SERVICE SOLUTIONS TO MAXIMIZE MISSION READINESS

Availability through flexibility



SERVICE SOLUTIONS DESIGNED TO EXCEED YOUR EXPECTATIONS

Customized solutions that support your systems' life-cycle value and sustainment in multi-domain operations. Collins Aerospace consistently exceeds our military customers' expectations – by reducing turnaround times, backorders, spares requirements and program costs with tailored solutions to meet operational readiness needs now. The quality of all parts and repairs is backed by our OEM workmanship warranty.

Be mission ready. Collins Aerospace will collaborate closely with you to customize a program or service that fits your specific needs.

CUSTOMIZABLE PERFORMANCE BASED LOGISTICS (PBL)

- Integrated maintenance solution for your avionics and communications/navigation systems
- Increased parts availability with reduced turnaround time
- Shared risk and predictable costs

SERVICE ENGINEERING

- Component reliability and expert field service engineering
- Proactive, on-site training program
- Predictable costs, reduced overhead and purposeful funding

OBSOLESCENCE MANAGEMENT/ SUSTAINMENT ENGINEERING

- Form-fit-function (FFF) solutions
- Line-replaceable unit (LRU) upgrades prevent redesign –reducing costs
- Decreased life-cycle costs with program sustainment overview

DEPOT PARTNERSHIP

- In-house maintenance capability solutions that include test equipment, technology transfer and training
- Collaborative relationship leading to improved MRO performance through engineering reach back
- Local intermediate (I) or depot (D) level repair capability

REPAIR CHAIN MANAGEMENT

- Managed equipment repair and supply chain (orders, repairs, recertification, tracking and parts delivery)
- Single point of contact for Collins Aerospace and third-party equipment
- Guaranteed on-time delivery with OEM certified parts

EXCHANGE PROGRAM

- Reduced overall cost via ready-for-dispatch inventory, eliminating need for spares
- Minimized overall part replacement turnaround time
- Predictable, low-cost payment plan



Offerings that support your operations

Our life-cycle service solutions are designed with the flexibility to configure to a wide range of platform, mission and cost requirements. In addition to our expert baseline services, we offer additional services for a best-fit plan that increases your mission readiness.

Choose any service and we can tailor it to meet your needs and/or any weapon system.

X | Standard

o | Optional

– | Not applicable

	PBL	Service engineering	Depot partnership	Repair chain management	Exchange program	Part repair
CUSTOMER RESPONSE						
Global supply and support network	X	X	X	X	X	X
24-hour customer response center	X	–	–	–	X	–
24-hour AOG support	X	–	–	o	X	–
U.S. overnight shipping	X	–	–	o	X	o
International shipping	X	–	–	o	X	o
PARTS MANAGEMENT						
Part tracking and delivery	X	–	X	X	X	X
Service bulletin updates	X	–	X	X	X	o
Parts exchange	X	–	–	–	X	–
Repair chain management for third-party parts	o	–	–	X	–	–
New, used or overhauled parts	o	–	–	X	–	–
TECHNICAL SUPPORT						
Field service engineering (FSE) support	X	X	X	o	o	–
Integrated logistic support (ILS)	X	X	X	o	o	–
Obsolescence management/sustainment engineering	X	X	X	o	o	–
On-site training	X	X	X	–	–	–
Organic depot	–	–	X	–	–	–
FLEXIBLE PRICING						
Time and material pricing	–	X	–	X	–	X
Firm fixed price	–	o	X	o	–	o
Fixed periodic fee (performance based)	X	o	–	o	X	–

To learn more, go to

→ collinsaerospace.com/PBL

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