INTRODUCTION

Integrated Logistics Support (ILS) plans and directs the identification and development of logistics support and requirements for military systems, with the goal of creating solutions that last longer and require less support, thereby reducing costs and increasing return on investment.

ILS is structured in DEF-STAN 00-60 as a set of engineering principles and processes that define system support. It is a robust support system that is capable of resolving any issue, anywhere in the world, with the shortest possible delay.

It therefore addresses these aspects of supportability not only during acquisition, but also throughout the operational life cycle of the system. The impact of ILS is often measured in terms of metrics such as reliability, availability, maintainability, and testability (RAMT), and sometimes System Safety (RAMS).

Companies that offer ILS will assist militaries to procure systems that are affordable (lowest life cycle cost), operable, supportable, sustainable, transportable, and environmentally sound.

An Integrated Logistics Support Plan (ILSP) documents the decisions made for a system. ILS planning activities coincide with development of the system acquisition strategy, and the program will be tailored accordingly.

A well executed ILS strategy will ensure that the requirements are properly planned, resourced, and implemented. These actions will enable the system to achieve the operational readiness levels required by the warfighter at the time of fielding and throughout the life cycle.

We consider Integrated Logistics Support to be a top priority; considering the fundamentals of ILS in our system design, engineering and manufacture. Our client support does not end at providing top quality equipment, but starts at the beginning of the acquisition process, advising during the specification design stages and after contract award with an immediate design review.
WHAT WE OFFER

Configuration Management
Reliability and Maintainability Reporting
Availability and Reliability Engineering Reporting
Human Factors Integration
Safety Management Reporting
Environment Testing

Spare parts consultancy
Worldwide provision of spare parts
Management of repairs, maintenance, obsolescence and spares
Equipment servicing
24/7 telephone help-desk
Packaging, Handling, Storage, and Transportation (PHS&T)

Technical documentation
Product training and training support
E-learning

Specification creation
Design review
Refurbishments
Post Design Services
Life cycle Management
1. TECHNICAL DOCUMENTATION

We offer comprehensive technical documentation for all our products. This typically comprises of the following publications:

**Operator Manual**
Covering system overview, health and safety, technical data, equipment construction, equipment operation, operator maintenance and trouble shooting.

**Maintainer Manual**
Covering system overview, health and safety, technical data, equipment construction, equipment operation, preventative maintenance, corrective maintenance, hydraulic and electrical schematics, storage and troubleshooting.

**Illustrated Parts Catalogue**
A detailed publication of exploded diagrams, detailing the part name, number and quantity for ease of spare parts ordering.

**Unit Servicing Record**
A record booklet for each unit, where notes can be made of checks, servicing and maintenance.

**Operation & Maintenance Manual**
Covering system overview, health and safety, technical data, equipment construction, maintenance and troubleshooting.

**Easy reference card for installation and packing**
A simple diagram led instruction card for assembly and packing.

All publications can be customised into different formats, including:

- Printed - in a range of binding and paper types, formats and sizes
- Digital PDF
- DVD
- Computer programme - Integrated Electronic Manual System
- Hosted online - secure server
- All publications can be translated into any language.
2. PRODUCT TRAINING

We offer training courses for operators and maintainers of our roadway solutions, and installation, removal and maintenance training courses for users of our aviation solutions. Courses can take place at FAUN Trackway® Head Quarters in the UK or at your location.

We offer training support, where our trainers advise how a training programme can be carried out and how to ensure knowledge is passed on.

3. E-LEARNING

Our training courses can be completed with our e-learning packages - delivering the theory content of the course via interactive computer software.
**PRACTICAL SERVICES**

1. **SPARE PARTS CONSULTANCY**
   We can work with you to interpret reliability and maintainability reports together with data, to prescribe the optimum spare parts package required to support your operations.

2. **WORLDWIDE PROVISION OF SPARE PARTS**
   We can provide a service of worldwide supply of spare parts at short lead time, or pre-determined readiness levels, ensuring that the correct stock of parts is held in critical locations, with automatic resupply of consumed parts.

3. **MANAGEMENT OF REPAIRS, MAINTENANCE OBSELOSCENCE AND SPARES**
   We can wholly manage your maintenance and repair programme, to include preventative and corrective maintenance, obsolescence and spares. We can carry this work out locally, wherever you are in the world.

4. **EQUIPMENT SERVICING**
   We can carry out all equipment servicing, at the correct intervals dependant on usage, and complete unit record cards. We can do this anywhere in the world.

5. **24/7 TELEPHONE HELP-DESK**
   We can provide a 24/7 telephone help-desk to allow users to report issues and seek complex repair advice. This help-desk can also be called upon to request trained engineers to report to site to carry out critical repairs.

6. **PACKAGING, HANDLING, STORAGE, AND TRANSPORTATION (PHS&T)**
   We offer Packaging, Handling, Storage, and Transportation (PHS&T) consultancy. We advise users in the case of complex logistic movements and use/maintenance routines in challenging climates.
ENGINEERING SERVICES

Our engineers can work with you to compose the following bespoke reports, across our whole product range:

1. CONFIGURATION/INTEGRATION MANAGEMENT
   This report details how FAUN Trackway® systems will integrate with and make best use of existing equipment.

2. RELIABILITY AND MAINTAINABILITY REPORTING
   This report details how reliable FAUN Trackway® systems are over a given time period with given usage rates. This report also details the maintenance cycles required in the period.

3. AVAILABILITY AND RELIABILITY ENGINEERING REPORTING
   This report details how many systems will be required for a particular operation to maintain prescribed availability levels.

4. HUMAN FACTORS INTEGRATION
   This report details how a particular system can be customised to give optimum ergonomic performance to reduce the physical and mental stress of the typical user.

5. SAFETY MANAGEMENT REPORTING
   This report provides a systematic way to identify hazards and control risks while using the equipment. The report details goal setting, planning, controls, and measuring performance in order to reduce the risk of using the equipment to a level that is low as is reasonably practicable.

6. ENVIRONMENTAL TESTING
   We partner with a comprehensive leading vehicle testing facility to be able to offer the following tests:

   - MIL-STD-810F Method 506.4 Procedure 2 for Rain
   - MIL-STD-810F Method 502.4 Procedure 2 for Cold
   - MIL-STD-810F Method 507.4 for Humidity
   - MIL-STD-810F Method 501.4 Procedure 1 for Heat
   - MIL-STD-810F Method 505.4 Procedure 1 for Solar
   - MIL-STD-810F Method 510.4 Procedure 2 for Sand & Dust
   - MIL-STD-810F Method 509.4 for Salt Mist
   - MIL-STD-810F Method 516.4 Procedure 1 for Shock
   - MIL-STD-810F Method 514.4 Procedure 3 for Vibration
   - DEF-STAN 00-35 Part 3 Issue 4 Test M14 for Battlefield Missions
LIFE CYCLE SERVICES

1. SPECIFICATION CREATION
Our engineers will work with you to define your operational needs and assist in the composition of the system specification, to ensure the required capability is delivered after the purchasing process.

2. DESIGN REVIEW
On contract award, our engineers will meet with your key end users for detailed 1/2 day meetings to discuss all aspects of the system, including post-purchase modifications and customisations available to ensure optimum integration and operation on the ground.

3. REFURBISHMENTS
Our engineers will inspect your equipment and offer a package of available refurbishments to extend the life-cycle of your equipment and make recent design upgrades available without costly system replacement.

4. POST DESIGN SERVICES
Our engineers will consult with you to upgrade your equipment should new capability be required. Typically used in the case of new aircraft, bridge or vehicle developments where FAUN Trackway® systems require minor modifications in order to integrate safely.

5. LIFE CYCLE MANAGEMENT
We can manage the entire life cycle of your systems from inception, through engineering design and manufacture, to service, maintenance, storage and eventual disposal.