



# Support services

Our services include contracting for availability and capability, Contractor Logistics Support (CLS), technical helpdesk, training, documentation, spares provision, tools, obsolescence management, fleet asset management, warehousing and logistics as well as Integrated Logistics Support (ILS) packages.

## Equipment Support Services

- Most of our new equipment is supported under a level of through life support for extended periods, up to 20 years.
- Support agreements are tailored to the individual needs of the customer and could include any of the options shown below.

Tailored through-life support

Rolls-Royce & 3rd Party equipment

Maintenance, Repair & Overhaul	Supply chain reverse engineering	Receipt inspection & recommendation	Test & certification	Specialised cleaning
24/7 support	Field services	Customer training	Programme management	Regular performance reviews
Engineered enhancement & upgrades	Post Design Services	Safety case management	Technical publication update	
Fleet & asset management	Government Furnished Asset management	Storage, distribution & logistics	Equipment & spares provisioning	
End of life management	Extended warranty	Complementary equipment		
Equipment health management	Leasing			

**Example:** The Field Electrical Power Supplies (FEPS) is a contract between Genistics Limited (Rolls-Royce & Barclays Bank Joint Venture) & UK MOD. Powerfield Limited is the principal subcontractor and the technical authority for FEPS equipment. The FEPS contract demonstrates the following capabilities:

- In-house design & manufacture of diesel generators.
- Contractor logistics support for 1,347 trailer mounted generator sets.
- Asset management using specific MOD software.
- Level 4 repairs undertaken at Rolls-Royce DGS facility.
- Supply of level 1 & 2 spares into MOD stores & level 3 spares to purple gate for units outside of the UK & Germany
- Generators located in the UK and Germany, with level 3 or 4 faults, are repaired/replaced within 24 hours.
- Equipment safety case management (including third party) using MOD eCASSANDRA software.
- Provision of full integrated logistics support including operation & maintenance manual updates & training courses.
- Availability contracting via a 20 year PFI (Private Finance Initiative).
- Provision of dedicated 24/7 helpdesk.



Generators awaiting inspection



Government asset storage



Component storage