

Standard Tools & Features

Regardless of the services selected from the STYRIS Line catalogue the following standard tools and features are available with all Airbus STYRIS Line contracts.

These standard features are:

- First Line – Technical hotline to Airbus services
- Waypoint – Ticketing tool
- STYRIS Line – Quarterly newsletter
- STYRIS Line – E-learning
- User Conferences – Invitation / Participation to Airbus user conferences and workshops

Safety and Environmental Protection

Airbus remains committed to meet the key principles of the International Association of Lighthouses Authorities (IALA) for the provision of safety and environmental protection of our VTS systems.

The Airbus services directorate remains committed to our vision of utilizing, creating and digitally transforming two-way communications and service mediums with our customers. Such transformation increases productivity, reduces number of on-site interventions, minimizes customer spare holdings and ultimately minimizes our carbon emissions and environmental footprint at your facilities.

Airbus safety and environmental policies detail our commitment and application to the core principles for health, safety and environmental management. In addition Airbus strictly adheres to the customer's local working policies and instructions when conducting site interventions.

Airbus is a proud partner of the Green Award Foundation, as an incentive provider we recognize Green Award Ports. Those ports that participate in the Green Award scheme as an incentive provider upon contracting Airbus maintenance services will be given a 12 month free of charge concession for the Turn-Key Operation service detailed above.



DEFENCE AND SPACE

Security Solutions

STYRIS Line
Health Monitoring Program
Leaflet No. 2

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AIRBUS

STYRIS

Overview

Airbus has implemented a unique digital application to enable efficient two-way communication and services via a single portal called STYRIS Line. The application is based on feedback attained via user conferences, the Airbus forum, customer surveys, and training course critiques.

STYRIS Line enables the customer to effectively and efficiently deploy and administer their STYRIS product regardless of the organization's size or complexity to ensure the optimum system availability return during the lifecycle of your product.

STYRIS Line allows the customer to select the appropriate support program from a catalogue to meet their specific needs. Providing a single, easy to use program across all STYRIS products which combines

maintenance, product updates and technical support into a single entitlement, allowing the customer to access the latest releases of STYRIS software and receive world-class technical support 24x7.

The STYRIS Line catalogue is sub-divided into specific elements which have been designed to encompass the full spectrum of services - these elements, known as leaflets, where appropriate have been digitally transformed to utilize the latest technologies in the provision of our customer services

These leaflets are:

- No. 1** Warranty extension
- No. 2** Health Monitoring Program
- No. 3** System Maintenance Support
- No. 4** Training
- No. 5** Lifecycle Fee
- No. 6** Mid Life Upgrade
- No. 7** Turn-Key Operation

Health Monitoring Program

This leaflet number 2 is established to ensure that the health of the customer's system is being continuously, validated and checked. Following the catalogues approach this leaflet is sub-divided into three categories which can be selected individually or combined depending on the customers specific needs and or system size:

- System Health Monitoring (SHM)
- System Condition Monitoring (SCM)
- Obsolescence Management



System Health Monitoring (SHM)

This remote access monitoring is conducted on a monthly basis (or alternate time period at customer discretion) and consists of system checks to monitor the system's health. SHM consists of:

- Airbus service engineer communication to designated user
- System access via secure VPN
- Provision of System Health Monitoring report

System Condition Monitoring (SCM)

This silent unobtrusive monitoring system provides a permanent 24x7 condition monitoring service. The SCM Service gathers system condition parameters via local agents and a series of probes covering sub-systems. Information is displayed locally and also distributed to the Airbus service team via encrypted files. Notifications are addressed via configurable channels to the authorized persons. This proactive SCM monitors a wide range of sub-systems such as:

- Network communications and equipment such as switches, routers, microwave links
- System processes such as video digitizing, tracking, archiving, database, time synch, RAID and VMWare status
- Services including AIS track history and radar track history

Obsolescence Management

Obsolescence management is a proactive methodology to ensure system availability is not compromised as a result of the occurrence of obsolescence. Through close cooperation with manufacturers, suppliers and sub-contractors, Airbus actively monitors the lifecycle of system components to minimise the impact of an obsolescence occurrence. By ensuring all Airbus stakeholders adhere to our obsolescence process we can pre-warn customers of an occurrence, offer a solution and react prior to system availability impact.

In the event of an incident being identified the most appropriate industry standard contingencies will be assessed to find the best solution for you

- Last Time Buy (LTB)
- Form, fit and function replacement
- Redesign

Airbus advises the best course of action and seeks the commercial approval of our customers to proceed. By selecting this STYRIS Line service we ensure that the integrity, stability and performance of the system is continually maintained.

