

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

Mid-Life Upgrade (MLU)
Leaflet No. 6

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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

Mid-Life Upgrade (MLU)

This leaflet number 6 is established to ensure STYRIS system hardware longevity through the application of Mid-Life Upgrades (MLU) of Commercial-Of-The-Shelf (COTS) equipment. Considering the speed of technological advance and the reciprocal obsolescence from COTS hardware, Airbus recommends hardware replacement and upgrade after five years of operational service. On large coastal Vessel Traffic Services (VTS) and Coastal Surveillance Systems (CSS) Airbus would additionally recommend such Mid-Life Upgrades, which are considered during project tendering phase. Our Integrated Logistics Services (ILS) department can provide accurate Through Life Cost Modelling (TLCM) to ensure optimum cost effectiveness and system availability throughout the life (lifetime) of your system.

Upon request services, Airbus can provide a dedicated offer to facilitate specific system needs of customers. These services are sub-divided into the following four categories:

- COTS hardware replacement
- Technology insertion
- Software updates
- Sensor refurbishment



COTS Hardware Replacement

Upon request a dedicated MLU proposal can be derived to facilitate specific user system needs. The offer consist of replacing existing (HW) to enhance system performance and counter obsolescence arising. We design and develop our systems using state-of-art processes which enable the greatest potential for growth and supportability of the system during its life time. Taking into consideration the rapid evolution of technology, more and more COTS hardware becomes unavailable and obsolete after five to seven years from entering the market.

Airbus selects COTS HW to ensure end of life and end of support control. Our obsolescence processes allow predicting when the obsolescence will occur, allowing customers to decide on a last time buy, or technology enhancement using the opportunity of the MLU.

With respect to replacing hardware or a last time buy we are able to provide customers with life-cycle analysis to aid budgetary and financial forecasting.

Technology Insertion

Airbus aims to guarantee low life cycle costs to customers; the MLU enables system enhancements, mitigation of costly obsolescence involving expensive hardware and software upgrades. During the MLU study,

we provide customers with the latest state-of-art technology, allowing seamless upgrades of the system while keeping control of life cycle costs.

In addition, customers can also take advantage of the MLU for adding additional sensors depending on Area of Responsibility (AoR) or operational requirements.

Software Update (if required)

Upon request we are also providing advice on software upgrade solutions.

Sensor Refurbishment

In addition to COTS hardware replacement the services directorate have the capability to conduct certain types of sensor refurbishment, these are:

- Radar antenna refurbishment conducted at our premises or on site to avoid lifting, transportation & shipping costs. Such intervention ensures the prolongation of your antennas, maintains system availability and mitigates the wear and tear caused by ambient weather conditions.
- Camera housing refurbishment.
- Microwave or wireless LAN housing refurbishment.