

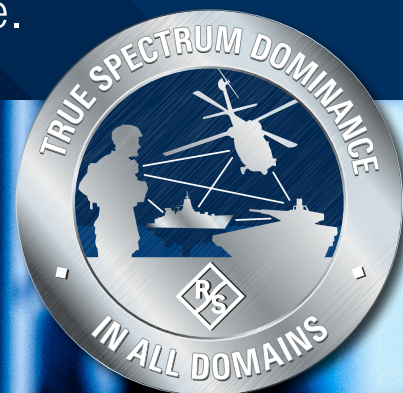
**ROHDE & SCHWARZ**

Make ideas real



# EXPERIENCE THE OUTSTANDING: ROHDE & SCHWARZ SERVICES

Your partner in defense for a secure future.





You're in great hands

# REACH YOUR GOALS NOT YOUR LIMITS WITH ROHDE & SCHWARZ SERVICES

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## ABOUT ROHDE & SCHWARZ SERVICES

### OUR COMMITMENT

At Rohde & Schwarz, we are committed to delivering not only cutting-edge products and systems for **SIGINT, EW and secure communications solutions** but also comprehensive support solutions designed to ensure optimal performance and readiness in any operational environment.

Our **customized support packages are crafted to help keep your systems up and running while providing exceptional value.** We understand that operational requirements and technologies are constantly evolving, which is why our support solutions are flexible and adaptable to your needs, to help you maintain your competitive edge.

Our aim is to create innovative services that generate value for both our customers and their organization. This brochure offers an overview of the Rohde & Schwarz services portfolio, highlighting the most common service plans available to meet our customers' unique needs.



You're in great hands

# COMMITTED TO ENSURING CONTINUOUS UPTIME AND LONG-TERM SUPPORT FOR YOUR INVESTMENT.

These offerings ensure that you receive the comprehensive support necessary to maintain the performance and reliability of your systems.



## OUR HOLISTIC SUPPORT SOLUTIONS

At Rohde & Schwarz, our holistic support solutions encompass a wide range of services designed to deliver optimal results tailored to the specific needs and expectations of our customers worldwide.

To ensure an optimal solution for every customer, we provide customized support packages that may include a variety of essential services.



# CORE SERVICE OFFERINGS

Your strategic partner in defense:  
Precision support for unmatched operational excellence

” WITH ROHDE & SCHWARZ, YOU CAN REST EASY KNOWING THAT PROACTIVE MAINTENANCE IS IN PLACE KEEPING YOUR SYSTEMS RELIABLE AND EFFICIENT FOR THE LONG HAUL!

## TECHNICAL SUPPORT

### Service desk: your partner for success

Our service desk provides a robust foundation for your technical support needs. We operate a standard three-level support structure, designed to ensure efficient and effective issue resolution.

### LEVEL 1:

#### Rapid response

- ▶ Local team with skilled technicians
- ▶ Phone and email support
- ▶ Ticket management system
- ▶ Level 2 escalation as required

### LEVEL 2:

#### Expert support

- ▶ Product and technology experts
- ▶ Remote technical support
- ▶ Level 3 escalation as required

### LEVEL 3:

#### In-Depth support

- ▶ Hardware and software development engineers
- ▶ Remote in-depth diagnosis
- ▶ Agreement with the customer on further course of action

This solution can be adjusted to your specific needs and expectations.

### Field service support: on-site and remote

Our field service teams offer a range of on-site services, including troubleshooting, maintenance and calibration. Plus, our experts are available for remote technical support, ensuring you receive the help you need, when and where you need it.

### Early life support: tailored to your needs

We offer flexible and scalable support solutions that can be augmented during the early life of a system. This critical phase after commissioning and before full operational acceptance can include hotline support and on-site support from our experienced field technicians as needed.



# SPARE PARTS PROVISIONING AND MANAGEMENT

Rohde & Schwarz offers spare parts and consumables for all its products and systems and advises its customers on spare parts provisioning and management to improve operational readiness of their products or systems, depending on intended environment and mission profiles.

Our experts use the most widely accepted calculation methods and techniques for spare parts selection and allocation to optimize stock levels and ensure provisioning efficiency.

# TEST SOLUTIONS

As an original equipment manufacturer (OEM) with a high degree of vertical integration, Rohde & Schwarz develops, designs, manufactures, and implements innovative, modular test solutions tailored to your specific system requirements. Our advanced test equipment enables you to conduct organizational (O-Level) and intermediate-level (I-Level) maintenance directly in the field, ensuring optimal system performance.

Our customizable and scalable test solutions adapt to various operational environments and mission profiles. By integrating state-of-the-art technology with user-friendly interfaces, we empower your personnel to perform diagnostics and troubleshooting efficiently, minimizing downtime and enhancing operational readiness.

## Comprehensive performance testing can include:

- ▶ In-depth functional and verification testing
- ▶ User-selectable scope of testing
- ▶ Full control of system status
- ▶ Integrated, versatile test report tool
- ▶ Export functionality for test data
- ▶ Test data available for statistical analysis
- ▶ Precise error identification
- ▶ Verification after module replacement





# MAINTENANCE SERVICES

## Corrective maintenance and repairs

At Rohde & Schwarz, we offer a range of corrective maintenance services for all our products and systems, including factory repair of maintainable units and immediate remote maintenance to quickly restore normal function.

## Proactive preventive maintenance solutions

At Rohde & Schwarz, we believe that prevention is the key to optimal performance. Our team of experts, along with approved subcontractors, is dedicated to delivering regular on-site and remote inspections to ensure your systems are always running at their best.

Before any maintenance work begins, we collaborate closely with you to outline a tailored maintenance plan that meets your specific needs. The plan details all tasks, which are documented in a comprehensive service report, complete with actionable recommendations to minimize the risk of malfunctions.

Our customized preventive maintenance packages include a variety of essential support services, such as:





# DYNAMIC SOFTWARE SERVICES AND MAINTENANCE SOLUTIONS

At Rohde & Schwarz, prompt incident management is our top priority, ensuring a rapid response and resolution for any software-related issues tied to your products and systems. This proactive approach not only addresses immediate concerns but also fosters continuous software evolution, allowing us to deliver timely maintenance releases tailored to your needs. **Experience the difference – where your software solutions are always evolving to meet the demands of tomorrow!**

Our maintenance releases include a comprehensive suite of system software solutions, featuring essential third-party components standard with your products. To ensure seamless integration, our on-site support team is ready to assist with software installations, guaranteeing smooth operation from day one.

These releases encompass a wide range of enhancements, including bug fixes, security updates, pattern updates and feature improvements. The scope of our service aligns with your contractual agreement, ensuring you receive the support you need when you need it.



# UNLOCK THE POTENTIAL: EMPOWER YOUR TEAM WITH EXPERT TRAINING

We provide state-of-the-art training solutions to ensure that your administration, operation and maintenance teams are well-prepared to operate and support Rohde&Schwarz products and systems from the moment they enter service. Our goal is to thoroughly familiarize your staff with both the systems and their supporting equipment because we believe that a solid understanding of operational and maintenance procedures enhances effectiveness and improves system availability.

Our comprehensive training programs give participants the essential knowledge and skills they need to confidently perform their duties, ensuring effective installation, operation, control and maintenance of Rohde&Schwarz products and systems, along with their corresponding software applications.

Our team of highly qualified trainers is equipped to adapt to changing circumstances and fulfill customer training requests worldwide in a timely manner. Rohde&Schwarz, we are committed to delivering a training experience that prepares your teams to excel in their roles.





# MANAGING OBSOLESCENCE

Rohde&Schwarz offers comprehensive solutions for obsolescence management that are essential for ensuring the longevity of your systems. For the equipment we manufacture and even for third-party equipment at the line replaceable unit (LRU) level we meticulously monitor and assess obsolescence risks down to the component level. We provide regular reports detailing risk status as well as timely notifications when components are discontinued by the original equipment manufacturer (OEM).

A proactive approach to obsolescence management lets customers anticipate and mitigate risks associated with the lifecycle of hardware and software components. By staying ahead of potential issues, you can ensure the reliability and effectiveness of your systems.

# MIDLIFE UPGRADES FOR SUSTAINED PERFORMANCE

Specialized midlife upgrade support is crucial to ensure the continued operation of your products and systems to meet your needs and keep you competitive in the market. As operational requirements evolve, our solutions make it easy to perform necessary modifications and upgrades to meet changing technical demands, adapt to new technologies and address obsolescence challenges.

Partnering with us for midlife upgrades gives you the confidence to adapt to the dynamic landscape of your industry, ensuring that your systems remain efficient and effective throughout their lifecycle.





# UP-TO-DATE TECHNICAL DOCUMENTATION

We create, manage and review technical documentation tailored to your needs, with interactive electronic documents and spare parts lists that meet ASD S1000D/S2000M or project-specific standards. You get customized updates to keep your documentation current throughout the product lifecycle to ensure you have the latest information at your fingertips.

# FUTURE READY WITH EMERGING TECHNOLOGIES AND TRENDS

Staying ahead of emerging technologies is essential for maintaining operational effectiveness. As the defense landscape evolves, new technologies shape future operations. Rohde&Schwarz is at the forefront of these advancements, adapting our services to the challenges and opportunities of innovations such as cybersecurity, artificial intelligence (AI) and next-generation communications technologies.

To support these advancements, we offer tailored training programs to equip personnel with the skills needed to leverage these technologies effectively. Our comprehensive support services ensure that systems are continuously updated and maintained to meet the latest standards in cybersecurity, safeguarding critical infrastructure and sensitive data from evolving threats. By staying ahead of technological trends, Rohde&Schwarz ensures that our customers are equipped with the most advanced solutions and support and give them a strategic advantage in an increasingly complex defense environment.



SOLUTION





## CUSTOMIZED SERVICE SOLUTIONS

Rohde & Schwarz works with you to identify the right support package tailored to your specific product or system solution. In regular service review meetings, we assess service goal achievements and identify future needs, enabling us to provide targeted assistance.

Additionally, we offer consulting services to develop effective, efficient and affordable support solutions that help you meet your objectives and ensure optimal performance of our products and systems.

## COMMITMENT TO SUSTAINABILITY

At Rohde & Schwarz we actively promote sustainability in the defense sector through environmentally friendly practices in our services. We focus on reducing environmental impact and maximizing energy efficiency throughout the lifecycle of our products.

Our solutions minimize resource consumption and waste to give you energy-efficient options that help optimize your operations and comply with environmental regulations. By prioritizing sustainable materials and technologies, we ensure that our innovations meet high performance standards while contributing to a greener future. When you partner with Rohde & Schwarz, you align your organization with a strong commitment to sustainability that supports your operational goals and enhances your environmental responsibility.





# SERVICE PLANS AND SUPPORT

Flexible support solutions for your unique needs



## OUR SERVICE PLANS: AN OVERVIEW

We offer a variety of flexible service plans tailored to meet your unique needs and goals. Designed to provide peace of mind, guaranteed service performance and controlled costs, our plans ensure you receive the support you require. We collaborate closely with you to understand your expectations and develop a customized service plan that aligns with your specific requirements.

No matter where you are.

### FRAMEWORK AGREEMENT

#### Single support contracts

A comprehensive agreement that establishes purchase order terms and conditions with shopping lists for dedicated support services and spare parts. This agreement provides a basis for applying for an export license in Germany in advance, which can accelerate return and delivery times..

### SERVICE LEVEL AGREEMENT

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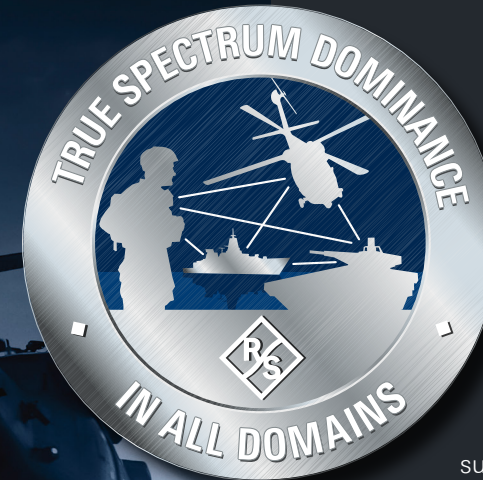
### PERFORMANCE-BASED LOGISTICS CONTRACT

#### Contracting for availability

A comprehensive agreement that establishes purchase order terms and conditions with shopping lists for dedicated support services and spare parts. This agreement provides a basis for applying for an export license in Germany in advance, which can accelerate return and delivery times.



# TRUE SPECTRUM DOMINANCE IN ALL DOMAINS



Today's military missions increasingly rely on information superiority and advanced command, control, communications, computers, intelligence, surveillance and reconnaissance (C4ISR) systems. Control over the electromagnetic spectrum has become essential in achieving strategic military dominance.

Rohde & Schwarz develops, designs, manufactures and implements turnkey end-to-end solutions for secure communications, SIGINT/ EW, intelligence, test & measurement and security in modern warfare. Our solutions contribute to effective C4ISR, enabling customers to achieve dominance in the electromagnetic spectrum for a decisive edge in modern warfare.

## SIGNAL MASTERY

Signal testing and generation, secure communications, encryption, signal detection, location, analysis and interception from a single source.

## VERTICAL INTEGRATION

Rohde & Schwarz maintains a high degree of vertical integration with nearly its entire value chain inside the company. All products are developed and manufactured in its own factories.

## ONE-STOP SHOP

Rohde & Schwarz provides a one-stop shop with the full range of turnkey solutions, from sensors and analysis to effectors across the electromagnetic spectrum.

## TRUSTED PARTNERSHIP

As an independent, privately-owned company, Rohde & Schwarz finances its growth with its own resources. The company is not beholden to capital markets or stock market expectations.



NON-TERRESTRIAL  
MONITORING



MONITORING  
SOLUTIONS



COUNTERING  
DRONES



ELINT/RESM



COMINT/CESM



CYBERSECURITY



MOBILE  
NETWORK  
TESTING



NAVAL  
COMMUNICATIONS  
SYSTEMS



CELLULAR  
NETWORK AND  
IP ANALYTICS



TEST &  
MEASUREMENT



TACTICAL  
COMMUNICATIONS



AIRBORNE  
COMMUNICATIONS



## Service at Rohde & Schwarz You're in great hands

- ▶ Worldwide
- ▶ Local and personalized
- ▶ Customized and flexible
- ▶ Uncompromising quality
- ▶ Long-term dependability

## Rohde & Schwarz

The Rohde & Schwarz technology group is among the trailblazers when it comes to paving the way for a safer and connected world with its leading solutions in test & measurement, technology systems and networks & cybersecurity. Founded more than 90 years ago, the group is a reliable partner for industry and government customers around the globe. The independent company is headquartered in Munich, Germany and has an extensive sales and service network with locations in more than 70 countries.

[www.rohde-schwarz.com](http://www.rohde-schwarz.com)

## Sustainable product design

- ▶ Environmental compatibility and eco-footprint
- ▶ Energy efficiency and low emissions
- ▶ Longevity and optimized total cost of ownership

Certified Quality Management

**ISO 9001**

Certified Environmental Management

**ISO 14001**

## Rohde & Schwarz training

[www.training.rohde-schwarz.com](http://www.training.rohde-schwarz.com)

## Rohde & Schwarz customer support

[www.rohde-schwarz.com/support](http://www.rohde-schwarz.com/support)

