

Serco in technical services



Overview of Capabilities and Services

Our goal is to create an environment of trust, integrity, innovation, openness and mutual benefit leading to long term valued relationships.

As a technical partner our objective is to provide our customers with a cost-effective and efficient service. Our independence allows us to carefully match commercially available off the shelf equipment (COTS) with legacy, current and emerging technologies.

As a service partner we are committed to delivering more to our customers than the minimum requirement. We make your business our business.

As a training partner we can provide a wide range of requirements from materials and courses to trainers and facilities.

As an integrator we specialise in the management and delivery of projects combining systems engineering, engineering support services and training services.

Advise | Design | Integrate | Deliver

Systems Engineering

Through our systems engineering, engineering support services and training expertise we provide our customers with tailored packages from a single task to a fully integrated lifetime solution.

Engineering design capabilities

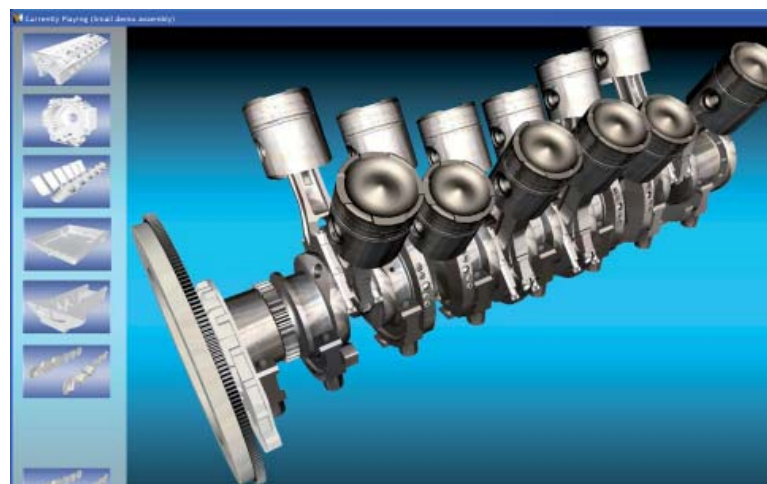
- Hardware – analogue, digital and system
- Software – application, design and coding
- Firmware – FPGA and embedded systems
- Integration – design, delivery and installation
- Networks – design, installation, management

Engineering evaluation, test and delivery

- Surveys and reports
- Function and design investigations
- Obsolescence resolution
- Upgrade recommendations
- Modification and enhancement programmes
- New component and system specification
- New component and system design
- Procurement and testing
- Installation and commissioning
- Technical documentation
- Operator training

Integrated project experience

- Test systems
- Avionic systems
- Surveillance and monitoring systems
- Industrial control systems
- Marine integrated systems
- HF and satellite communication systems
- Secure and unsecured networked systems



Engineering Support Services and Training



Support and service are central to our business. Increasingly we find that our customers require full through-life management services to maximise availability and reduce risk.

Engineering support services

- Programme, risk and project management
- Supply chain management
- Technical documentation and publications
- Routine maintenance scheduling / execution
- Post design services
- Obsolescence management
- On site service, maintenance and repair
- Remote monitoring
- Through life support contracts
- Contractor logistic support

Training

We have the ability to undertake the simplest one to one training task through to the delivery of a modern fully integrated training facility. We can train on our own premises, customer sites and deliver a complete classroom with trainer and training materials.

Training Services

- Classroom design and delivery
- 3D animation and synthetic environments
- E-learning
- Networked learning
- Computer based training programmes
- Learning management systems
- Field and classroom training
- Trainer training
- Training manuals



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Quality Assurance

Our solutions are delivered in accordance with the following Quality Management System Standard BS EN ISO 9001:2000 Certificates:

LRQ 0964868

“Engineering solutions (communications, test, data acquisition, control surveillance, security and IT applications) provider encompassing project management, systems development, manufacture, integration, installation, support services, post design services, technical documentation, electrical, electronic, mechanical design and software design in accordance with the TickIT Guide Issue 5”.

LRQ 0964865

“Provision, or project management of technical and trials support services, in-service support, operation, maintenance, repair, upkeep and post design services relating to electrical, electronic, mechanical, acoustic and computer systems. Operation, maintenance and post design services of software. Development, production, installation, setting to work and support of computer based training solutions”.

Differentiators

- Product and OEM independent
- Proven excellence in customer service
- Over 90% customer retention
- Our commercial flexibility

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