

# Rockwell Collins Field Service Engineering



Providing global field service engineering support.

## COMPLETE LIFE CYCLE SERVICE AND SUPPORT

At Rockwell Collins, we provide industry-leading, comprehensive and responsive field service support. An integral part of our offerings is the service, training and on-site consultations provided by our Field Service Engineering Team. Throughout the world, we provide support to meet your needs.

## HIGHLY TRAINED FIELD SERVICE ENGINEERS

Rockwell Collins field service engineers (FSE) are highly trained technical experts who are routinely involved in every phase of program development. Participation begins in design, continues through test and integration, and matures into post-delivery support. This depth of involvement ensures an unsurpassed level of proficient customer support.

Our Field Service staff is supported by program management, engineering and manufacturing leadership. In combination with our Customer Response Center, we offer a highly skilled, motivated and

supported work force. The field service engineering organization is experienced in both hardware and software dealing with all Rockwell Collins products from display systems, integrated avionics systems, communication systems and navigation systems, as well as new product development and testing.

## SUPPORT YOU CAN COUNT ON

Rockwell Collins FSEs are experienced with test equipment, tactical air operations modules, ruggedized computer systems, display systems and integrated avionics systems. Field engineering will perform at any time and in any environment.

**Rockwell  
Collins**

Building trust every day

#### FSE DIVERSE CAPABILITIES

- › System integration and test support
- › System installation and checkout
- › Acceptance testing
- › Operational and maintenance support
- › On-the-job training
- › Contract engineering and technical support
- › Sustaining engineering services
- › Depot level maintenance support
- › Field modifications and updates
- › Customer asset management

#### GLOBAL LONG-TERM LOGISTICS SUPPORT/PERFORMANCE BASED LOGISTICS

- › Customized long-term support plans developed for customer programs and locations
- › Fully-integrated and customizable service solutions focused on operational readiness
- › Component maintenance, repair and overhaul
- › Component reliability engineering and obsolescence management
- › Global spares distribution with a single monthly utility based billing

#### Building trust every day.

Rockwell Collins delivers smart communication and aviation electronics solutions to customers worldwide. Backed by a global network of service and support, we stand committed to putting technology and practical innovation to work for you whenever and wherever you need us. In this way, working together, we build trust. Every day.

#### QUALIFIED PERSONNEL

- › Trained on customer hardware and platforms to completely support requirements and blend into established support systems
- › Unparalleled engineering depth built on our Original Equipment Manufacturer (OEM) knowledge
- › Direct connection to our engineers and the manufacturing teams to acquire additional information if required
- › Work independently or with customer personnel to isolate failures and return hardware and platforms to a ready condition
- › Assist in wiring and interconnection problems on the platform

#### COMPETITIVE PRICES, WORLD WIDE SUPPORT

- › Competitive time and material costs
- › Customized rate structures that meet your requirements.

#### For more information contact:

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