

FLEXFORCE™ – LIFE CYCLE SERVICE SOLUTIONS

Flex the power of reliable, affordable readiness.



*Results that speak for themselves.*

The flexibility and proven strengths of our FlexForce™ life cycle service solutions keep customers mission ready while minimizing risk and cost. Find out how we achieve 99.8 percent availability, 99 percent customer acceptance and 100 percent renewals on Performance Based Agreements.

**Rockwell  
Collins**

Building trust every day



## Step up to service that exceeds your expectations.

When you need a replacement Multifunction Display for a CH-47 in the United Arab Emirates or a SATCOM antenna repair in Australia, FlexForce from Rockwell Collins can guarantee the availability and reliability of systems, subsystems and equipment, where and when you need them.

Whether it's servicing one Line Replaceable Unit (LRU) on 2,000 aircraft, 6,000 LRUs on five platforms or providing comprehensive support of your platform – we have the solution. FlexForce includes Rockwell Collins and other OEM equipment.

FlexForce is a customizable service solution that meets your most important requirements for guaranteed availability, reliability and affordability. The support elements of FlexForce can be tailored to your unique needs.

The result is a customized life cycle service solution with the flexibility to change as your requirements do. Examples of our service capabilities include:

**Dedicated support personnel** – from 24/7, on-call support to one of our more than 400 dedicated field service engineers available for on-site deployment, FlexForce offers the expertise you need, when and where you need it.

**Repair chain management** – from Time & Material for a single repair to a fleet-wide Performance Based Agreement with guaranteed equipment availability, we've got you covered.

**Training solutions** – no matter what your training needs are – from an operator manual to a desktop trainer to a full-fidelity simulator solution for complex training – FlexForce delivers.

**Material services** – let FlexForce address your material needs – whether it's OEM certified parts, obsolescence management, recertified parts, spares or buying back existing parts in your fleet upgrade.

**Global support** – with our global infrastructure, processes and tools in place worldwide, FlexForce is always close at hand and ready when you need it.

## Proven performance, reliability and affordability.

*FlexForce results speak for themselves. Examples of how our proven performance exceeds customer expectations include:*

- An increase from 47 percent availability to 100 percent in one year
- Consistently surpassing a contractual availability level of 85 percent, reaching 99.8 percent at a lower cost
- Total supply-chain cycle time reduced from 189 days to 45

## U.S. Coast Guard and Rockwell Collins drive sustainment performance.

**Problem:** The U.S. Coast Guard was experiencing low reliability and high turnaround times on its aircraft avionics, leading to reduced spares availability. It typically operated with 100 to 150 back orders at any given time, which resulted in about 75 mission incapables annually.

**Solution:** Transition from a Firm Fixed Price contract to a Performance Based Agreement, which provides for spares management, logistical support, Field Service Engineering and component reliability improvements.

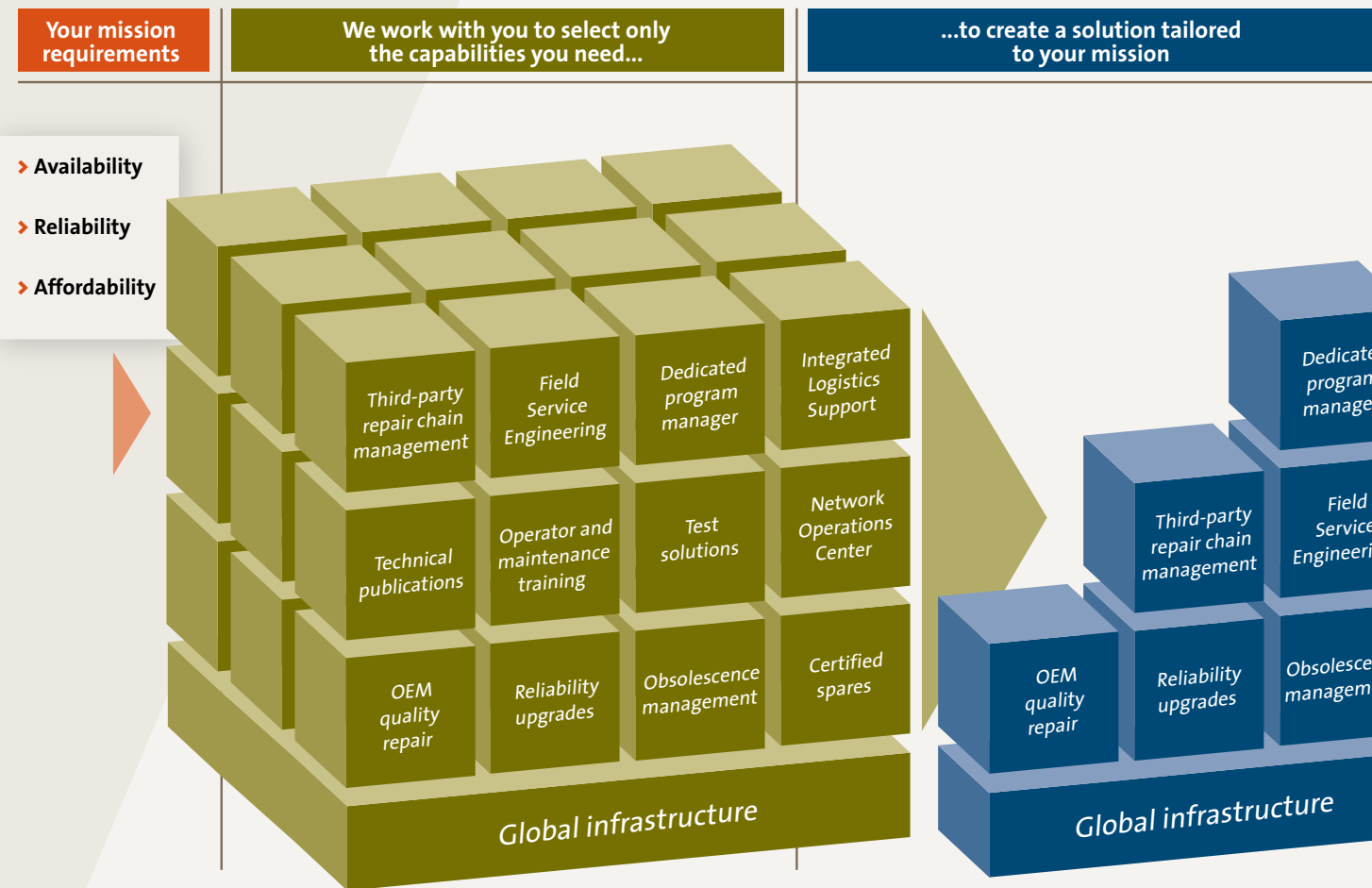
A dedicated Rockwell Collins program manager resolves issues, continually monitors equipment reliability and availability, pursues and identifies opportunities for improvement and acts as a single point of contact for Coast Guard needs. Under the Coast Guard's Performance Based Agreement, a field service engineer travels to each Coast Guard location to provide flight line maintenance training.

Due to the program's initial success, the Coast Guard expanded the original contract with Rockwell Collins to include support of 6,200 LRUs on 213 aircraft at 27 locations.

### Results:

- Aircraft on Ground went from 70 to zero annually
- Equipment back orders virtually eliminated
- Mission incapables eliminated
- Expensive "extraordinary repair actions" eliminated
- Average turnaround time went from more than 45 days to less than three days
- Average time to fill operational unit requisitions was less than two days
- Equipment availability (guaranteed) increased to 99 percent
- Equipment condition updated real-time as repair work is completed
- Increased utilization of spares, resulting in cost savings for new avionics deployments

To learn more, visit [www.rockwellcollins.com/FlexForce](http://www.rockwellcollins.com/FlexForce).



Comprehensive service capabilities providing a flexible life cycle service solution for both Rockwell Collins and other OEM equipment

## CUSTOMER BENEFITS

**Guaranteed availability** for improved mission readiness

**Enhanced reliability** through performance guarantees

**Affordability** resulting in reduced life cycle costs

## Global resources. One trusted provider.

Rockwell Collins has invested for years in an extensive global infrastructure consisting of repair and supply chain management, tools, Lean processes and people to ensure flexible, low life-cycle cost solutions with the broadest geographic reach. Our 60 service locations, 24/7 Network Operations Center and 400 field service engineers around the world make FlexForce services available where and when you need them.

Our solutions help ensure that your force is at the ready for any mission.

## Building trust every day.

Rockwell Collins delivers smart communication and aviation electronic 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.

## For more information, contact:

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