

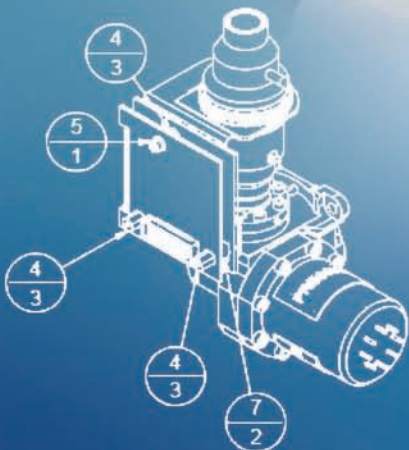


SOFRADIR

Sensing your future

SUPPORT & SERVICES

→ WE COMPETENTLY **SUPPORT YOU**
IN ALL SITUATIONS THROUGHOUT
THE LIFETIME OF YOUR SYSTEMS



TECHNICAL SUPPORT

→ Through decades of experience from design to large-scale production, we are able to provide you superior support and assistance addressing your needs

- Product Customization
- Engineering
- Dedicated Program Manager
- Ticket-Based Support (HelpDesk)
- On-site support



CUSTOMER EXTRANET

→ A collaborative, secured and easy-to-use web toolbox that provides you with a wide range of information and services at all times

- RMA request
- Repair status
- Support request after-sales and deliveries paperwork
- Online documentation

REPAIR & MAINTENANCE

→ A specific organization and dedicated resources to offer a top-quality service

- Real-time follow-up and archiving through ERP
- Systematic diagnosis report
- Full scale testing after repair
- Repair and Maintenance package
- Tailored solutions for on-site service

LIFE CYCLE MODELING

→ Analysis and simulation capabilities to ensure long term cost-effective support solutions

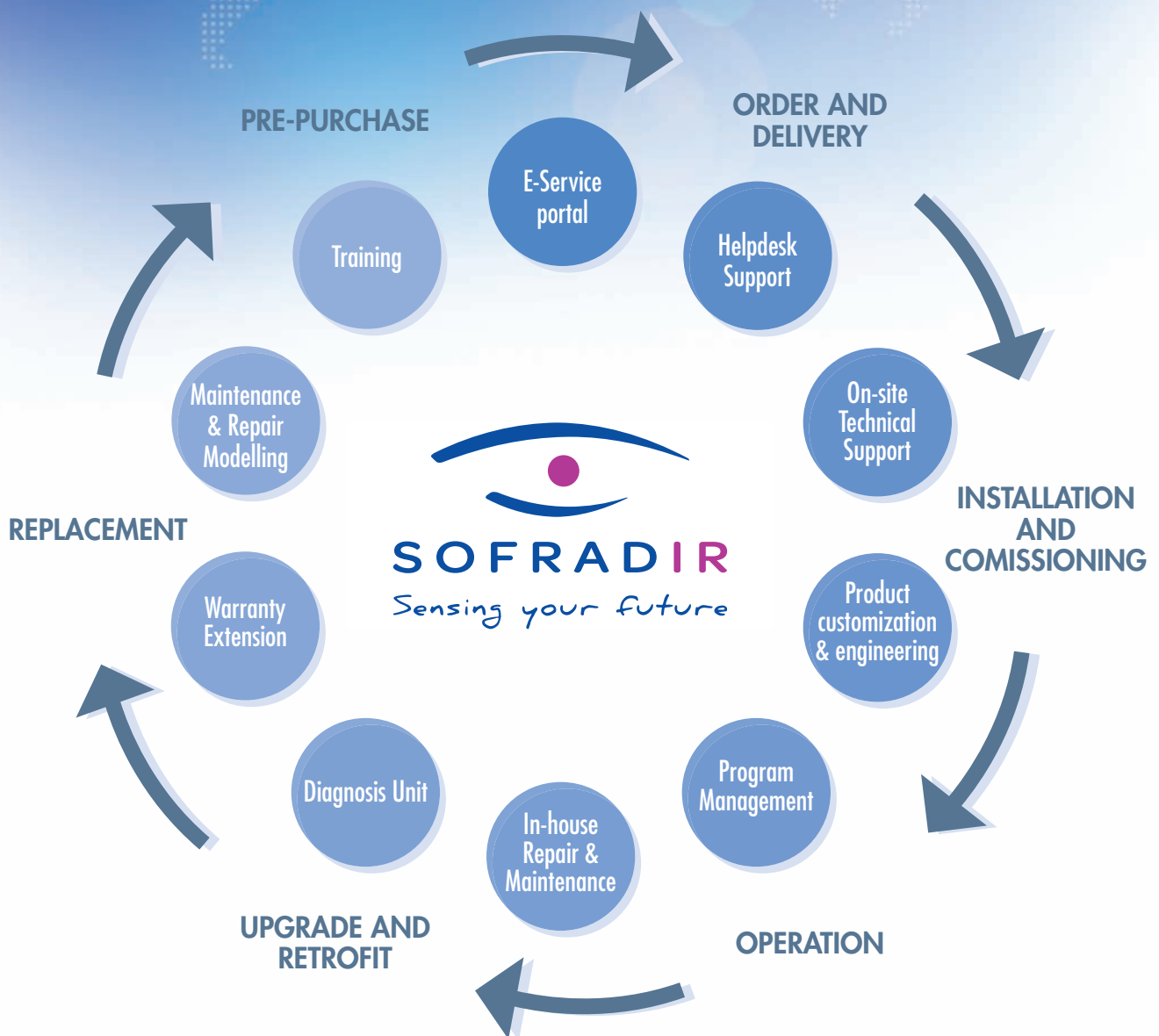
- Exhaustive and up-to-date reliability data base
- Reliability and maintainability studies
- Accurate modeling of fleet usage scenarios
- Sparring analysis
- Obsolescence management

TRAINING

→ The best way to transfer our experience to your teams in charge of system integration, implementation and support

- Theoretical and practical sessions over several days up to date training material
- Training room and testing tools
- Skilled training engineers
- Customization

A COMPREHENSIVE SERVICE OFFERING



support.service@sofradir.com

Technical characteristics described in this data sheet are for information only. They are not contractual and may change without prior notice

SOFRADIR HEADQUARTERS

Avenue de la Vauve - CS 20018
91127 Palaiseau - France
Phone + 33 1 60 92 18 30
Fax + 33 1 60 92 18 40

DEVELOPMENT AND PRODUCTION CENTER

Z.I. - BP 21
38113 Veurey-Voroize - France
Phone + 33 4 76 28 77 00
Fax + 33 4 76 53 85 97