

SYSTEM ASSURANCE SERVICES

ERA supplies systems and products which were developed to be always on-line, always available. The system design by ERA allows for a minimal and unobtrusive maintenance schedule. To assure all occurrences of unpleasant matters which are happening even in perfect world as well as to maintain high technical level throughout the life cycle ERA offers MasterCare Program.

Customized Service Programs

MasterCare is a complete portfolio of services and comprehensive range of assurance offerings that can be customized to the unique customer, deployment site and service level requirements. MasterCare offers customers the industry's most experienced engineers and longest track record of operational surveillance system management to protect their investment. The program provides customers with the services that their mission-critical surveillance systems demand.

MasterCare programs pursue a safety for partners by the following processes: obsolescence management, spares stock management, repair management, tailored training program and on-site inspections and preventive maintenance.

The customer can choose from two levels of ERA MasterCare program: **MC Premium** or **MC Comfort**, which help to achieve desired level of performance of the system. We offer effective and efficient delivering of subscribed services as well as maintenance increasing the utility across the system's lifecycle.

BENEFITS

Customized MasterCare programs from portfolio of services

Predictable maintenance costs

Priority access inside ERA through dedicated Key Account

Periodical system check-up

Guaranteed spares availability

Always up-to-date access to upgrades

Spares stock management

Repair management

Possible obsolescence management



Services

MasterCare assurance services address the entire system including the hardware, firmware and software to ensure ERA's systems operate at peak performance. ERA's help desk technicians provide diagnosis, tracking, resolution and if necessary prompt escalation to ERA's engineers.

- Non-stop Help desk
- 24/7 trouble shooting support
- On-site inspections and preventive maintenance program (annual preventive maintenance on entire infrastructure and system performance review)
- Real-time monitoring of the systems by ERA technicians
- Customized training program
- Software assurance services
- Hardware assurance services
- On-demand engineering services at preferred rates



Basic facts on ERA Company

ERA Company is a pioneer and leading supplier of next-generation surveillance and flight tracking solutions for the air traffic management and military markets. As one of the producers of the technologies of multilateration and ADS-B it has over 100 installations at airports and military bases in 55 countries on 5 continents. For half a century ERA has built a proud heritage delivering MLAT based solutions to ATM controllers. Apart from systems for the civil sector, ERA has developed the unique passive radiolocation system VERA-NG which is used as part of defence surveillance network and advanced border protection.