

Infrastructure support Delivering effective 'through-life' support

As well as producing some of the world's most innovative signalling and control systems, Invensys Rail is committed to ensuring your investment remains safe and efficient throughout its lifetime. As well as designing and manufacturing components with longevity and futureproofing in mind, we provide dedicated support through our Infrastructure Support Group (ISG).

The ISG offers committed after-sales support, and is available to all our clients. As each and every network we service is unique, support packages are provided on a bespoke basis, tailored to meet individual requirements.

Maintenance Services Service Delivery Model

Our support service works on a 'through-life' basis offering:

- Agreed service levels, turn round time, technical support, failure investigations, root cause and corrective action management
- IPR issues resolution
- Contractual obligations
- Obsolescence, change and configuration control
- Programme management.

An overview of our current services

Broadly speaking, our offering covers the following areas, though our experts are always happy to discuss more specific individual requirements:

- **Signal Maintenance Services (1st, 2nd and 3rd Line)**
- **Supply Services**
 - Stock management
 - Supply chain management
- **Training Support Services**
 - Training provision and design and build of training suites and facilities
- **Technical Services**
 - Obsolescence Management (to include Product/System Life Plans)
 - Configuration/Revision Control
 - Management of system and equipment upgrades
 - Provision of more in-depth technical resource on-site when required
 - Intelligent Infrastructure (i.e. asset monitoring and management)





Training Support Services

Invensys Rail's services go much further than practical support. We can also provide facilities to equip your team with the skills they need to use and service Invensys Rail technology and systems. This service includes design, development and build for bespoke training suites and facilities on a turnkey basis. If you need help delivering training, it's also worth contacting our team.

We can supply:

- Access to OEM test equipment and specifications
- Certification of personnel
- Management of equipment manuals
- Obsolescence, change and configuration control
- Warranty authorisations
- Audit compliance
- IPR issues resolution
- Data management for reliability/availability and predictive maintenance purposes.



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Every effort had been made to ensure that the information contained in this brochure was correct at the time of going to press. However, the Company retains the right to change any specification without notice.