



Managed Support Services



# Global Reach. Local Touch.

**We offer the full spectrum of Managed Support Services to optimise availability of assets and reduce Through-Life support costs for defence projects around the globe.**

We're proud to deliver transformative upkeep, update and upgrade services which provide highly reliable and maintainable defence equipment, meeting availability requirements and assuring capability Through-Life.

This includes a full range of post design services supporting our customers' operations and complex supply chains with complete confidence.

“ It is an exciting time in Managed Support Services as we expand our business to support the increasing needs across the globe. We are making sure we deliver exactly what is required by our customers, guaranteeing the end effect is timely, efficient and supporting the end user wherever they may be.

Ashley Lane, Director.

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# Supporting Customers and Equipment Since 1909





# Managed Support Services

Whether it be ad-hoc support, spares, preventative or corrective maintenance, training services, post design services, re-rolling of old systems, or full availability contracting – we deliver.

Our flexibility and high levels of customer satisfaction are standard practise, with services scaled to meet customer need, budget, and appetite for responsibility.



FIELD SUPPORT

## Supporting a wide range of equipment

### Systems

- Deployable operational Infrastructure
- Support Vehicles
- Fixed installations

### Subsystems

- HVAC
- CBRN
- Workshop equipment
- Sensors
- IT / Computing / Servers / Software
- Communication systems
- CT Scanners
- Simulators
- Cranes / lifting equipment
- Pressure washers
- Crypto
- Forensic equipment
- Dive equipment
- Waste Incinerators
- EW and ECM
- Power Systems (generators, battery, solar, hybrid, etc)

and much, much more.





# Globally Trusted Through-Life Supportability Engineering & Logistics Consultancy

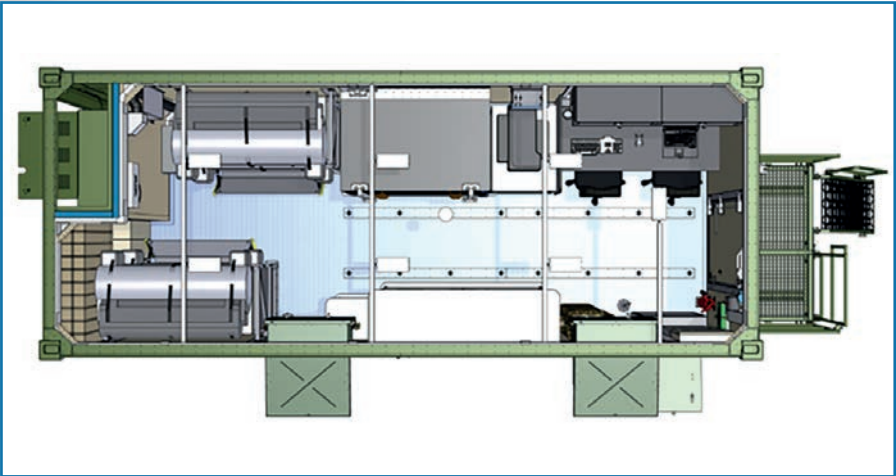
Through-Life engineering support services address the needs of high-value products and systems from conceptual design all the way to end of life. We shape the design and integration of systems and equipment right from the outset of the project, improving supportability and making sure the required resources are identified to minimise the cost throughout the life of the project.



Our supportability specialists are expert in supporting our Armed Forces, critical infrastructure and humanitarian efforts around the globe.

Our approach is to deliver tailored solutions to meet the technical requirements of our customers whilst minimising operational responsibility and any unnecessary costs.

- Project Management
- Whole Life Costs
- Through Life Management
- Performance Management
- Supportability Case
- Configuration Management
- Informed Decision Making
- Quality Management





# Field Support & Service Engineering

Marshall has decades of defence expertise and many highly-skilled professionals who's task it is to completely oversee the maintenance, support and upgrades to our customers equipment and systems.

Field support, servicing and maintenance can be provided on any project around the globe, even in combat zones using our contractors on deployed operations (CONDO).

- Preventative and Scheduled Maintenance
- Information Management
- Health monitoring of assets
- BS7671 Electrical Installation Condition Report
- LOLER Inspections
- CSC Inspection
- FGas Inspection
- Damage Survey
- Field Modifications
- Field Repairs
- Field Upgrades
- Contractors on Deployed Operations (CONDO)
- Corrective Maintenance





# Spares, Logistics and Obsolescence

Our team take a proactive approach to current markets, accreditations, regulations, technology roadmaps and appropriate components to ensure their planning is suited to your goals.

Supporting multiple MoD or NATO projects both in the UK and overseas, you will receive a dedicated support manager that covers a number of activities.

- Procurement Planning
- NATO Codification
- Packaging, Handling, Storage & Transportation
- Repair & Overhaul
- Support & Test Equipment
- Obsolescence Management
- Disposal





# Availability & Capability Management

Whole-life costing means looking beyond the upfront investment and providing better value-for-money to our customers. It means analysing the lifespan to consider ongoing and unexpected costs. This method is crucial to improving projections of real cost, informing better investment decisions from the start of the contract.

- 24/7/365 Support Hub
- Sustainability
- Management Information System
- Engineering Asset Management
- Reliability & Maintainability
- Integrated Logistic Support / Support Authority
- Modelling & Simulation
- Human Factors
- Maintenance Task Analysis



# Training Support

The Training Team provide guidance, support and upskilling for our customers around the globe which is typically in accordance with JSP822 (Defence Standard Approach to Training).

Training delivery will include lesson plans, development of compulsory basic training, development of peer-teacher-training scenarios and scripts (if required), full course delivery (inclusive of pilot courses) and internal validation. All Instructors will be SQEP and NVQ Level 3 minimum as per JSP882 Part 1.

- Training Requirements
- Training Needs Analysis
- Courseware
- Training Equipment
- Training Delivery



# Technical Information

We recognise that technical documentation is central to implementing successful processes, whilst also ensuring safe operation and continuity when it comes to use, maintenance and repairs.

We produce product manuals that are tailored to meet your needs, from traditional text booklets to fully interactive electronic manuals. We ensure that these assets conform to required military or commercial standards, and can even translate them into multiple languages.

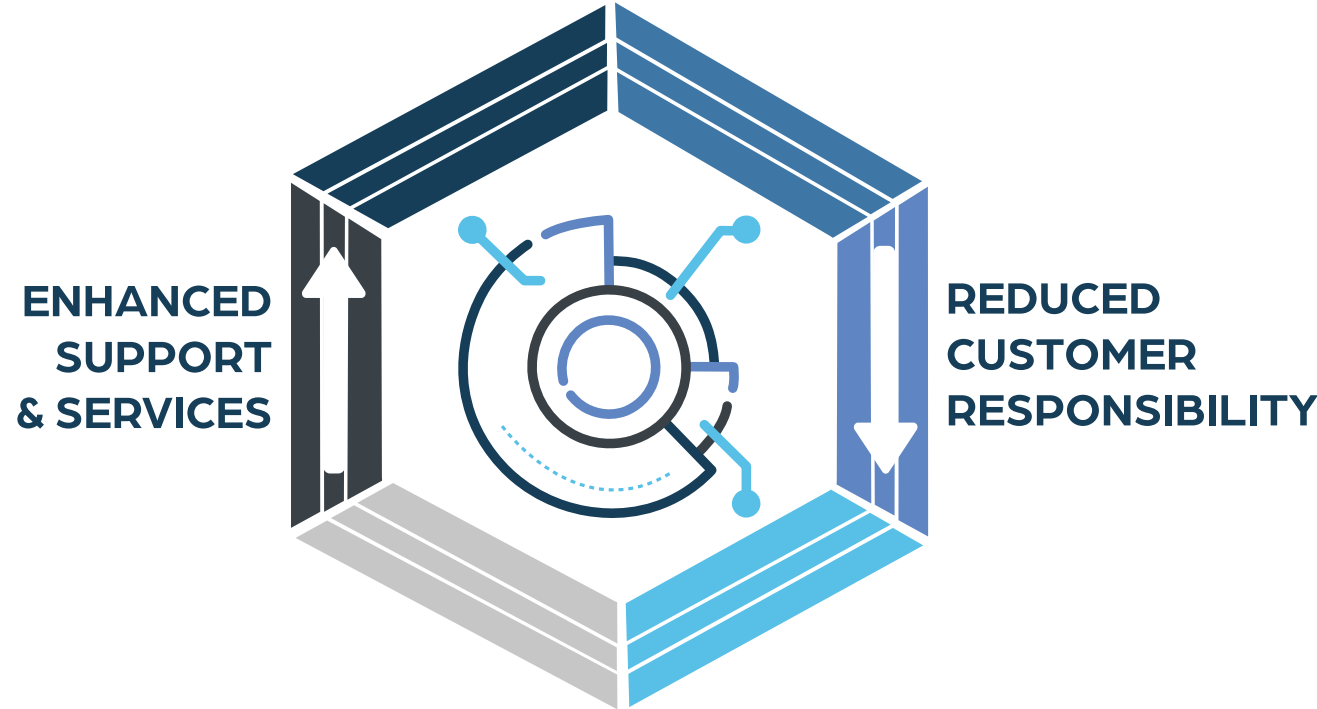
- Technical Publications
- Technical Manual
- Interactive Electronics
- Notices
- Pamphlets



# Value & Responsibility

Our flexible range of solutions are tailored to meet a wide range of needs and requirements, yet reducing and ultimately removing the retained responsibility and financial burden of higher maintenance costs for our customers.

Our entry level offering provides customers with a reactive approach to in-service support. We can then offer further support by enhancing a standing level of core service where Marshall has responsibility to deliver specified agreed functions. The service could be expanded to provide in-country services at point of use, such as provision of Field Support Engineers (FSE) tasked to conduct technical investigations or maintenance on behalf of the user.



We're proud to deliver a reduced total cost of ownership to projects by partnering with our customers from the outset, ensuring our values are aligned and instilling trust to remove risks and responsibilities they may face.





## First to the Future

We take a future first approach to the services we provide, ensuring that we focus on the next generation of technology and implement these into our offerings today to ensure enduring capability and a cost/performance advantage for our customers.

To keep pace with advancing technology and varying requirements, we're always investing in innovation and experimentation, guaranteeing our customers are first to the future. We understand that as an organisation we can have a huge impact on the world around us. We are relentlessly ambitious and our drive to transform helps deliver extraordinary futures for our customers, our communities, our people and our planet.

Through our Ambition 2030 programme, sustainability is the heart of everything we do, using our unique set of skills and values to rise to the global climate challenge. Taking ambitious climate action, building climate resilience, ensuring a healthy environment for employees and communities and by using and developing sustainable products and services. Our developments within power generation, predictive maintenance, drone inspection operations and fleet/asset management systems are underpinned by our digital backbone and crucial to sustaining our customers now and into the future.







CASE STUDIES



# CASE STUDY: Multiple equipment under a single support contract (Amphora)

One constant challenge for customers is to reduce their cost of ownership of equipment support and this is particularly difficult to achieve across equipment that has been procured separately and originates from different OEMs. To achieve greater efficiencies and simpler through life management, the UK MoD identified the need to bring together a range of deployable systems under one support contract – the need was to make efficiencies in MoD manpower while improving contract performance, availability and reduced support costs.

The drive was to drive efficiencies in manpower, time and cost. Marshall worked tirelessly to deliver full operational capability ahead of the target date and the contract.

Together the two companies worked tirelessly to deliver full operational capability ahead of the target date and the contract continues to provide manpower, cost and time savings in comparison with legacy years.

The contract also provides a flexible, attractive contracting vehicle for optimising the support of new systems as they are procured – this has been the experience of the AMPHORA contract where the contract scope has increased, while coming under the continuous improvement performance ethos. Suite of contracting options including contracting for availability.

With the wealth of design/engineering/manufacturing skills, coupled with an established supply chain management team, We are well positioned to provide a ‘one stop’, through-life support capability to the customer.

## Indicative equipment / systems supported through the single support contract include:

- Armoured Vehicle Power Pack Repair Facility
- Deployable Machine Shop
- Portable Tyre Repair Facilities
- Combined Instrument Repair Facilities
- Deployable Engineering Workshop
- Deployable Battery Charging Unit
- Special Avionics Instrument Network System and Base Unit Repair Installation
- Seafox Torpedo Armament Containers
- Dive Store Equipment container
- Containerised Computer Tomography Scanner
- Bulk Medical Storage Facility
- Transport Container Operational Portable Office & variants
- Tactical Reconnaissance & Deployable Imagery Systems
- Airseeker Shelters



Equipment Support –Maintenance and Spares with MSS (Amphora) Training Project supporting Equipment deployed.



# CASE STUDY: CBRN

**A**t the heart of our capabilities is supportability engineering bringing together requirements capture, design, supply chain management, manufacturing and integrated logistics support.

This capability enables us to build in the requisite CBRN capability into our solutions, whether it is protection for the occupants of a shelter based command and control system or a complete deployable hospital as we've delivered to the UK MOD and Addenbrookes Hospital in Cambridge.

Our forensic laboratories provide the opportunity to move identification facilities or laboratories closer to the point of an incident enabling analysis to be available much quicker.

We are experts in deployable and mobile hospitals, emergency response vehicles, C4ISTAR communications hubs, HQs, workshops, integrated workspaces, vehicle engineering, capability development, unmanned systems, fleet management, airport ground support equipment and survivability. However, our full spectrum of capabilities allows us to operate in any industry and deliver unique solutions, many of which can be fitted with CBRN facilities should there be the requirement.

Our specialist engineers also provide capability development in Robotics and Autonomy for UAVs and UGVs, Electronic Warfare, Electronic Compatibility (EMC and EMI), Threat Analysis, Power Management and Design, Safety Cases, EMP, EOD as well as CBRN Collective Protection.

Our knowledge, skills and experience enables us to be able to solve seemingly impossible engineering problems and we are trusted by Governments, MOD and industry to deliver on time, to cost and to specification.



## Reconnaissance and Exploitation Team (RET)

**R**econnaissance and Exploitation Teams basically perform two functions. Firstly, to identify the threat, danger and contamination. Second is to collect evidence for forensic use and ship to DSTL for scientific analysis.

Our role is to maintain the Detection, Identification and Monitoring (DIM) equipment. We manage the supply chain to provide a single point of service, specialist upkeep and advice.

## Biological Surveillance Collector System (BSCS)

**B**SCS is a 'detect to treat' capability informing commanders that a Biological Warfare Agent (BWA) attack has occurred.

On this 10 year support contract, we are required to manage all aspects of In-Service Support for the UK's Biological Warfare Agent (BWA) detection capability including the integration of GFE components. BSCS consists of various systems comprising of a Containment Level 3 (CL3) Bio Laboratory known as the 'Central Node' and biological air 'Collectors.'







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