

GENERAL DYNAMICS

European Land Systems

GDELS - QUALIFIED SERVICE PROVIDER FOR LAND DEFENSE IN EUROPE

SERVICE IS IN OUR DNA

Our service team supports more than 44 nations – thereof 20 NATO/EU members – to guarantee their safety and security during their military missions. GDELS is a reliable business partner for more than 4,500 suppliers enabling strategic partnerships and forming service networks. Our highly skilled employees inspire by their teamwork and close cooperation across frontiers and provide support to our customers both in-country and abroad.

INTEGRATED LOGISTICS SUPPORT ACCORDING TO NATO STANDARD

GDELS aims to fulfill the primary objective of any armament program – to provide military capability to our user nations – by ensuring their fleet’s high system operational availability at minimum life cycle costs. Our industry-leading methodology is based on the NATO Guidance on Integrated Logistics Support for multinational armament programs (NATO Standard ALP-10). According to our understanding, ILS is a management and technical process through which logistical supportability considerations are planned, acquired, implemented, tested, and provided in a timely and cost-effective manner from the early stages and throughout the life cycle of an armament program. Our services portfolio includes all service elements offered by GDELS according to NATO standards.

OUR MODULAR SERVICE ELEMENTS

As the qualified service provider for land defense, our commitment is to deliver a certain service level to our customers as agreed upon in a legal framework (e.g., Service Level Agreement). GDELS defines an SLA as a performance-based agreement of the service level expected by a customer, laying out the metrics by which the related service elements are measured. GDELS Through-Life-Support compasses the execution of our ILS approach and provision of service elements before, during, and after acquisition, ranging from its conception through production, in-service, and disposal. Therefore, GDELS offers various service elements with a high degree of modularity to maximize the perceived value by the customer regarding the operation and ownership of a GDELS system, and that is USP.

GDELS Integrated Logistics Support and Service Portfolio



Integrated Logistics Support (ILS) according NATO standard ensures high system operational availability at minimum life cycle costs.

Main Contract Components of an Service Level Agreement (SLA)

-  SLA sets out the overall objective for the service level to be provided (e.g. high system operational availability at minimum life cycle costs).
-  Each service (element) includes a detailed description of the services provided (e.g. what, where, when and to whom).
-  Customer states the expected performance standards including the requested service level of the different service elements to be provided.
-  Agreed service level to be achieved through the inclusion of performance metrics (e.g. percentage of system operational availability).
-  Periodic review process to be included considering changes of customer requirements and availability of new tools and methods.

WE ENABLE
MILITARY MOBILITY

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