

## **GDELS SBS - PROVEEDOR DE SERVICIOS CUALIFICADO PARA LA DEFENSA TERRESTRE EN EUROPA**

### **EL SERVICIO ESTÁ EN NUESTRO ADN**

El equipo de servicio de General Dynamics European Land Systems (GDELS) presta apoyo a más de 44 naciones -de las cuales 20 son miembros de la OTAN y la UE - para garantizar su seguridad y protección durante sus misiones militares. Somos un socio fiable para más de 4.500 proveedores, lo que permite establecer asociaciones estratégicas y redes de colaboración y servicio.

Nuestros empleados, altamente cualificados, inspiran con su trabajo en equipo y su estrecha cooperación más allá de las fronteras y prestan apoyo a nuestros clientes tanto dentro del país como en el extranjero.

### **APOYO LOGÍSTICO INTEGRADO SEGÚN LA NORMA DE LA OTAN**

GDELS pretende cumplir el objetivo primordial de cualquier programa de defensa: proporcionar capacidad militar a nuestras naciones usuarias garantizando la alta disponibilidad operativa de sus sistemas con unos costes de ciclo de vida mínimos.

Nuestra metodología, líder en el sector, se basa en la Guía de la OTAN sobre Apoyo Logístico Integrado para programas multinacionales de armamento (Norma ALP-10 de la OTAN). Entendemos que, el Apoyo Logístico Integrado (ILS) es un proceso técnico y de gestión a través del cual se planifican, adquieren, implementan, prueban y proporcionan consideraciones de apoyo logístico de manera oportuna y rentable desde las primeras etapas y durante todo el ciclo de vida de un programa de armamento. Nuestra cartera de servicios incluye todos los elementos de servicio ofrecidos por GDELS de acuerdo con las normas de la OTAN.

### **NUESTROS ELEMENTOS DE SERVICIO MODULARES**

Como proveedor cualificado de servicios para la defensa terrestre, nuestro compromiso es prestar a nuestros clientes servicios mutuamente acordados basados en un margen legal (Service Level Agreement). GDELS define un SLA como un acuerdo basado en el rendimiento.

#### **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.

## **GDELS SBS - QUALIFIED SERVICE PROVIDER FOR LAND DEFENSE IN EUROPE**

### **SERVICE IS IN OUR DNA**

The service team of General Dynamics European Land Systems (GDELS) supports more than 44 nations - of which 20 are NATO/EU members - ensuring their safety and security during their military missions. We are a reliable partner for more than 4,500 suppliers, enabling strategic partnerships, collaboration and service networks.

Our highly qualified employees inspire with their teamwork and close cooperation across borders as well as support our customers both at home and abroad.

### **INTEGRATED LOGISTICS SUPPORT ACCORDING TO NATO STANDARD**

GDELS is dedicated to fulfilling the primary objective of any armament program: to provide military capability to our customers by ensuring high operational availability of their fleet systems at minimal 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). The way we understand it, Integrated Logistics Support (ILS) is a technical and management process through which logistics support considerations are planned, procured, implemented, tested and provided in a timely and cost-effective manner from the earliest stages and throughout the entire life cycle of an armament program. Our GDELS service portfolio includes all service elements in accordance with NATO standards.

### **OUR MODULAR SERVICE ELEMENTS**

As a qualified service provider for land defense, our commitment is to deliver mutually agreed services to our customers based upon a legal framework (Service Level Agreement). GDELS defines an SLA as a performance-based agreement.

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