



Defence Electronics &
Components Agency

EXPANDING CUSTOMER SUPPORT CAPABILITIES THROUGHOUT THE UNITED KINGDOM

The Defense Electronics & Components Agency (DECA) is a trading agency owned solely by the United Kingdom Secretary of State for Defense. This former division of Defense Support Group (DSG) brings together electronics repairs specialists with over a decade of experience and expertise servicing and supporting WESCAM.

By joining forces, with L-3 WESCAM, DECA provides flexible, responsive, operationally-excellent organisation - delivering cost-competitive, in-house maintenance, repair, overhaul and upgrade capability to WESCAM MX™-Series systems.

Having developed a dynamic problem-solving approach to resolving technical issues, DECA provides WESCAM's customer base with the comprehensive technical support they require through access to their unique facilities and services.

The following enhancements were put in place to improve the facility's quick repair-response and further decrease service turn around time:

- New equipment including a collimator & IR camera test station
- Additional trained staff

These additions further enabled DECA to fill the need for direct access to local maintenance facilities, qualified technicians, and on-site service to WESCAM customers.



**DECA Customer Service
contact information:**

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Reliable Solutions.
Delivered Globally.™

WESCAM
CUSTOMER SERVICE



L-3 WESCAM'S TEAM OF AUTHORISED SERVICE CENTERS

Designed and manufactured in accordance with our ISO 9001:2000 certified quality system, WESCAM has the facilities, staff and supply chain in place to manufacture and support its imaging line, microwave line, and integrated system solutions for the long term.

In conjunction with the establishment of future Service Centers, WESCAM is investing heavily in:

- Equipment & infrastructure for items as MX loaner systems, spares inventory, test and diagnostic equipment
- An increased service presence to provide local and in-depth support
- A remote modem diagnostic capability and on-line status reporting for immediate customer support

As a result, WESCAM can ensure faster response and repair turn around times, minimum downtime, maximum operational availability and increased customer satisfaction.

As the company's install base of equipment expands, WESCAM continues to expand its global footprint by partnering with leading service providers to create strategically located WESCAM Authorized Service Centers (WASCs) around the world.

DECA is just one of WESCAM's Authorized Service Centers. Others can be found in:

- Abu Dhabi, UAE
- Aranjuez, Spain
- Amman, Jordan
- Burlington, Canada
- Cairns, Australia
- Donauwörth, Germany
- Fort Lauderdale, USA
- Gloucestershire, UK
- Lapalisse, France
- Quito, Ecuador
- Riyadh, Saudi Arabia
- Rome, Italy
- Santa Rosa, USA
- Telford, UK
- Tokyo, Japan

WESCAM's Customer Service:

North America Toll Free:

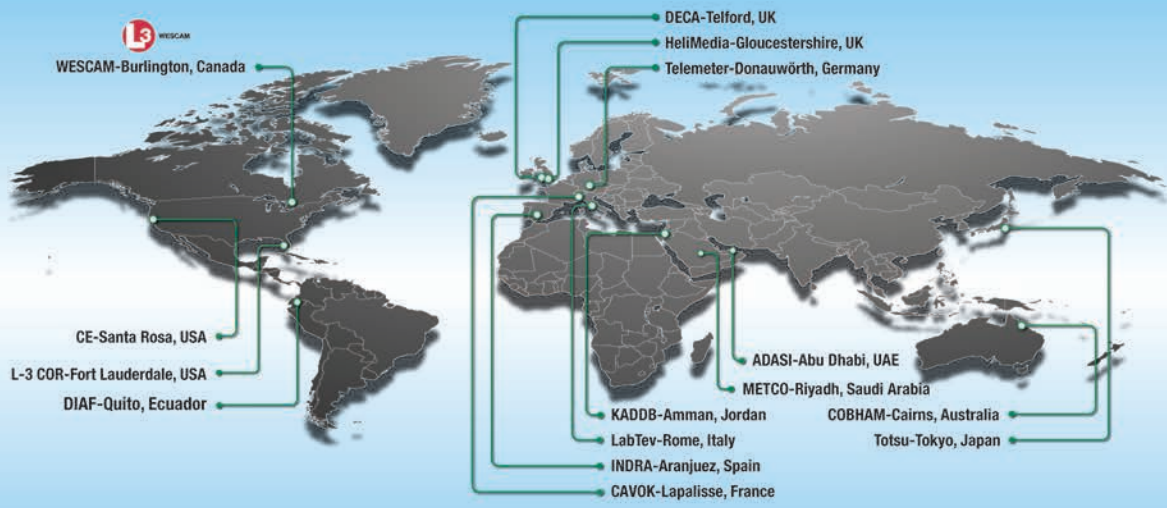
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Spare Parts Service Support Service Procedures Maintenance Training Obsolescence Management WESCAM Authorized Service Centers

