



Aitech Systems, Ltd.

A member of the Aitech Rugged Group

Aitech COTS Lifecycle+™ Program



- Product Availability Assurance and Long-term Program Support
- Configuration Management Program Options that Meet Your Program's Needs
- Extended Product Logistics, Lifecycles and Maintenance
- "4+4+4" or 12 Years of Product Support – at a Minimum

Aitech's Unique, Long-term, COTS Lifecycle+™ Products Program

Aitech fully understands that in the military/defense and aerospace industries, reliability is everything ... the reliability of our technology and the reliability of our technical expertise **and** long-term program support. Aitech has earned a global reputation for delivering this with excellence. We not only design and build the most advanced and reliable COTS (Commercially-available Off-The-Shelf) rugged and military-grade single board computers; I/O, memory, and graphics boards; PMC/XMCs and sub-system enclosures, but we effectively support those products throughout the lifecycle of a specific production program. Our unrivaled experience and total program and lifecycle support services ensure that our products meet the functional, environmental and operating requirements as defined by our customers' specifications, as well as all testing, quality assurance, and logistics requirements.

At Aitech, the lifecycle of each and every Aitech COTS product is managed according to our COTS Lifecycle+™ Program which is comprised of three unique, four plus (4+) year program phases: Active Phase, Supported Phase, and Extended Support Phase. The combination of these three phases ensures a minimum COTS product lifetime of at least 12 years from product introduction, usually far longer.

Aitech has created a unique solution to component obsolescence – Aitech's COTS Lifecycle+™ program. Electronic systems have always consisted of both active and passive components. In time, these components are replaced by the next generation of more technically capable components, resulting in the obsolescence of the earlier products. Aitech's program management effectively guards against such obsolescence, here's how.



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Program and Lifecycle Configuration Management

Active Phase

Aitech guarantees that its COTS products will be available to customers and fully supported during the Active Phase of the product's lifecycle. This phase starts with the initial and formal release to production and extends for a minimum of four years and typically much longer. During and toward the end of this phase, Aitech is actively developing the next generation COTS product to ease our customer's demand to support a spiral program development, otherwise known as a technology insertion process.

Supported Phase

At the end of the Active Phase of its lifecycle, a COTS product enters the second cycle, or the Supported Phase. In this phase, the products are still fully supported and repairable, can be re-ordered by current customers, but are typically not recommended for new design-ins. The Supported Phase extends for a period of a minimum of four years from the end of the Active Phase. (In order to maintain this capability, Aitech requests its existing customers to advise the projected usage for 4 years).

Extended Support Phase

Aitech is committed to support a product during an Extended Support Phase, which lies beyond the standard Supported Phase, typically through special arrangement with the customer. Adequate logistics planning and component investments are required to ensure that a product can be fully supported during the third and final, Extended Support Phase.

This phase typically extends another four years after the Supported Phase ends, for a total of a minimum of 12 years product lifecycle support.



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Component Obsolescence Management

Managing component obsolescence is one of the key factors to successful product lifecycle management. Aitech's policies ensure that obsolescence issues are properly handled. Component obsolescence is managed through an Obsolescence Awareness Program, which uses a combination of periodic depreciated parts reviews and automated component lifecycle databases – such as GIDEP - to track the status of all components needed for Aitech's products.

All standard Aitech COTS products are designed to take full advantage of technology upgrades and updates as they occur. This enables programs to benefit from technology-driven device and packaging advances, and to minimize obsolescence problems through a carefully managed technology insertion program. This technology insertion process has enabled our customers to significantly upgrade their computing capability through multiple generations of processors as easily as changing a board and without major alterations to their application software or other system hardware. The time, cost, and performance benefits of this easy upgrade capability can be enormous, saving our customers many man-years, and helping lower overall cost of ownership.

We can also operate as the repair depot for our products as we specialize in obsolescence management from the initial design to out-year spares, logistics, and repair and overhaul support. Aitech also provides a comprehensive suite of added optional lifecycle support and product configuration management services.

If for some reason the predefined levels of our COTS Lifecycle+ program are not sufficient for your program, simply ask your nearest Aitech representative for the support you needed. Aitech has a proven history and track record to do whatever it takes to keep your program at peak performance. Aitech makes it happen.

For more information about Aitech's unique COTS Lifecycle+™ program, please visit our web site at www.rugged.com.

For complete product lifecycle Configuration Management and other program logistics, maintenance, and support programs and services, or for information about any Aitech product, please contact your Aitech's sales representative or visit our web site.