

## **PRESS RELEASE**

**21 July 2021**

### **MBDA and Naval Group join forces to develop new remote assistance solutions**

The remote assistance service deployed by Naval Group and MBDA for the French Navy achieves several objectives: provide prompt diagnostics and a repair solution to naval systems users in all locations and in all circumstances.

Remote assistance is a secure, end-to-end encrypted multimedia communication system linking the ship with onshore support facilities. It enables the crew to set up a fully confidential, real-time, dialogue with the French Navy and other state and/or industry experts to; assist diagnostics in the case of breakdowns; provide greater autonomy for the maintenance personnel; and help with the preparation for maintenance periods on returning from missions. Remote assistance can thus help improve the availability of ships in operation.

Deployment of remote assistance has already begun to the multi-mission frigates (FREMM) and the aircraft carrier *Charles de Gaulle*, as well as to the Toulon Fleet Support Service (SSF), the Brest SSF and connecting them with MBDA and Naval Group industrial sites.

Pascal Gendre, MBDA Group Customer Support & Services Director, stresses that *"We are well aware of the critical nature of our products and systems for the armed forces, and MBDA has always made a point of honour of working with its customers throughout the life cycle of their equipment, guaranteeing them a high level of operational availability. Today we have the satisfaction, alongside Naval Group, of being able to provide our support to the women and men who are committed to the defence of our country, at any time, wherever they may be."*

Vincent Martinot-Lagarde, Naval Group Director of Services, adds: *"This remote assistance solution developed with MBDA contributes to offering our customers greater operational availability of their ships. The remote assistance service enables simultaneous discussions with the French Navy fleet support service and the crew of a ship to assist the crew and solve a technical problem at sea. Furthermore, the remote support kit can be deployed as part of the preparation of an upkeep period for an overhaul of the ship."*

## **Notes to editors:**

**MBDA** is the only European defence group capable of designing and producing missiles and missile systems that correspond to the full range of current and future operational needs of the three armed forces (land, sea and air). With a significant presence in five European countries and within the USA, in 2020 MBDA achieved revenue of 3.6 billion euros with an order book of 16.6 billion euros. With more than 90 armed forces customers in the world, MBDA is a world leader in missiles and missile systems. In total, the group offers a range of 45 missile systems and countermeasures products already in operational service and more than 15 others currently under development. MBDA is jointly owned by Airbus (37.5%), BAE Systems (37.5%), and Leonardo (25%).

**[www.mbda-systems.com](http://www.mbda-systems.com)**

 **MBDA Missile Systems**

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## **About Naval Group**

Naval Group is the European leader in naval defence. Naval Group uses its extraordinary know-how, unique industrial resources and capacity to arrange innovative strategic partnerships to meet its customers' requirements. As a system-integrator and prime contractor, the group designs, produces and supports submarines and surface ships. It also supplies services to shipyards and naval bases. Attentive to corporate social responsibility, Naval Group adheres to the United Nations Global Compact. The group reports revenues of 3.3 billion euros and has a workforce of 15,798 (data for 2020).

**[www.naval-group.com](http://www.naval-group.com)**



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