WHEREVER YOU NAVIGATE.
WE ARE WITH YOU.
THE NAVIGATION COMPANY

“We stand out with a proven quality of navigation systems, with reliable and diligent customer support, and worldwide qualified technical service.”
The history of Raytheon Anschütz has strongly influenced the navigation on board of ships.

It all started with the gyro compass. Around the turn of the 20th century a classic problem of high-seas navigation was reliable course-keeping, especially near the poles. Since the magnetic compass does not work properly in steel ships and near a pole, the young Dr. Hermann Anschütz-Kaempfe was obsessed with finding a suitable course-keeping instrument and concentrated on locating the geographical north direction with the help of a gyro. In 1904 he invented the gyro compass.

One year later the company Anschütz & Co. GmbH was founded and started the production of gyro compasses. In 1908 the company presented the first gyro compass that could be used on board a ship. Further innovations followed the gyro compass, for example the world’s first chart plotter, a great-grandfather of the present generation of electronic sea charts. And another innovation of Anschütz has made a deep impact on navigating: the first autopilot for ships, the so-called “iron helmsman”.

In 1995 Anschütz was acquired by the Raytheon Company (USA). Anschütz & Co. was renamed to Raytheon Anschütz GmbH and the traditional product range was extended to radars, electronic sea charts and radio stations.

FROM A PIONEER IN NAVIGATION...

Raytheon Anschütz develops, supplies and services a broad range of navigational products up to tailored integrated navigation system solutions for mega yachts, commercial ships, naval vessels, ships and submarines, including solutions for command and control, perimeter protection and custom-specific equipment. To ensure a high level of quality and sustainability, all important processes are monitored within an Integrated Management System which complies with international standards such as ISO 9001 and ISO 14001.

With its broad navigational and maritime expertise, Raytheon Anschütz is involved in international research projects, ISO working groups or industry panels such as CCRM. Being committed to the safety and reliability requirements in navigation, Raytheon Anschütz is working on a permanent optimization of regulations, processes and products.

Raytheon Anschütz also serves as a European footprint of the Raytheon Company (USA), a global naval capabilities integrator and intervention leader in defense electronics, and provides access to Raytheon products and services worldwide.

www.raytheon-anschuetz.com
www.raytheon.com

... TO A GLOBAL NAVIGATION COMPANY!
The Navigation Company

Worldwide more than 650 people stand for:
- Expertise in navigation
- Dedicated customer services
- High commitment and flexibility
- Reliable and firm order processing
- 365/24/7 support through the project and beyond
- Integrity, ethics and compliance in customer relations

View the company video under: www.raytheon-anschuetz.com

Generations of seafarers are familiar with the Anschütz name on the gyro repeaters or autopilot as well as with the Raytheon brand on the radar antennas. Over the past decades the products have proven their reliable performance and supported the crew in their safe navigation, in any situation, around the world. In this moment, about 35,000 ships and their crews onboard rely on Raytheon Anschütz navigation and communication systems.

WHAT MAKES RAYTHEON ANSCHÜTZ DIFFERENT?

It is the power, the knowledge and the experience of highly skilled workers, R&D engineers, supply chain managers, technical support, project managers, the sales team and shipping specialists, who work together hand in hand in the Raytheon Anschütz headquarters in Kiel, Germany to provide high quality products and customized solutions.

Raytheon Anschütz is renowned for flexible handling of customer needs, reliability and continuity in customer relations and excellence in customer service.

This includes offering most attentive support during project stage and operations through Raytheon Anschütz’ global subsidiaries and a worldwide network of qualified technicians. A high availability of products and spares is a key element in securing the customer’s success.

WHEREVER YOU NAVIGATE.
WE ARE WITH YOU.
INDIVIDUAL CUSTOMER SUPPORT – DURING THE PROJECT AND BEYOND

Customers trust in Raytheon Anschütz as one of the most experienced and capable navigation system integrators. Raytheon Anschütz is committed to designing optimized, efficient systems solutions and, at the same time, reducing risk and non-recurring development cost. This includes customer’s individual advice and technical support, during project stage and after sales.

Experienced engineers and technicians at the headquarters in Kiel as well as in Raytheon Anschütz’ international companies ensure the individual host solutions and competent technical support, near by the customer. The project and program managers guide customers from the first outline and specification of systems through realization and on-time delivery to setting in operation.

Shipyards and ship owners can rely on on-site technical support and supervision of installations, provided with the know-how and flexibility of a developing and manufacturing company.

After delivery and acceptance Raytheon Anschütz offers central service coordination, maintenance and repair, worldwide maintenance and repair, individual logistic support and service contracts, training for crews and maintainers, as well as complete solutions across the whole life cycle.

NAVAL PROGRAM EXCELLENCE AND OFFSET

Thanks to long experience and in-house technical expertise we have infinite know-how in naval system integration with regard to system construction, requirement engineering (including GFX), and applied military standards. Embedding the local industry is of increasing importance in many naval programs. From various programs Raytheon Anschütz has a strong record of performing Offset requirements including direct work, percentage of small and medium work, R&D, export opportunities, and value propositions.

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PROJECT MANAGEMENT AT RAYTHEON ANSCHÜTZ INCLUDES:

• Coordination and project planning in project-specific engineering teams
• Competent advice regarding IMO and class requirements and military standards
• Intimate knowledge in products, product generations and technical feasibility
• Professional and firm order processing
• Technical support with the know-how of a manufacturer
• Requirement engineering and integration of customer-specific equipment (GFX)
• Total system design including wiring, circuit and connection diagrams
• Approvals, factory acceptance test, setting to work

“Our goal is to provide customers with efficient products and systems, optimized to what they really need, and worldwide first-in-class support.”
Raytheon Anschütz navigation systems operate under intense use and under harshest environmental conditions—and customers trust in the precise and reliable performance. Therefore Raytheon Anschütz has a strong commitment to maintain highest standards of quality for the entire range of products.

At Raytheon Anschütz the manufacturing process works is characterized by a highly skilled workforce embedded in a modern infrastructure. The involvement of quality management in all phases during procurement, production and shipping ensures a significant contribution towards reliable quality and performance. As a result, each single product is meticulously tested before shipment, with testing levels far above basic IMO requirements.

Raytheon Anschütz has the important processes of manufacturing, quality management, project engineering and R&D concentrated at one location. This enables high flexibility with regard to customer-specific adaptations.

Prompted by the safety and reliability requirements in navigation, Raytheon Anschütz is also working on permanent process optimizing and product improvements. The engineering process (CMMI level 3 certification) designs, constructs and modularizes hardware and software for its marine products. Fully integrated project teams are involved in the development of innovative system architectures, software design and integration, as well as mechanical and electrical engineering. Insights from manufacturing are put together with knowledge about field performance, customer requirements and state-of-the-art technologies and result in an evolutionary product strategy.

Thus, more than 110 years after revolutionizing navigation through the invention of the gyro compass, Raytheon Anschütz continues to provide tailor-made innovations to the maritime market, which are closely tied to the enhancement of customer value.

HAVING OUR HANDS ON THE PRODUCTS!

Raytheon Anschütz Assembly The Navigation Company

“Our job is to engineer reliable navigation products which safely support the customer in daily operations.”
COST-EFFECTIVENESS THROUGH SCALABLE NAVIGATION SYSTEMS

Raytheon Anschütz navigation systems contribute to optimized total cost of ownership – through reduced efforts for engineering and installation, low need for maintenance, high durability and service-friendliness. Based on standardized hardware and advanced software, the system fits customer requirements from basic to sophisticated systems. Future upgrades as well as the integration of further sensors and systems are possible at a cost-efficient level.

Raytheon Anschütz supports customers with smart, precise and reliable navigation solutions and services through the whole lifetime of equipment.

When deciding for Raytheon Anschütz navigation systems for a newbuild or retrofit project, customers decide for a professional, low risk navigation system solution which has proven its reliable, precise performance in day-to-day use. The open, modular fault tolerant architecture of the current generations of sensors and systems solutions provides an enhanced operator experience and reduced ownership costs.

- Gyro compasses and repeaters
- Inertial navigation platforms
- Adaptive autopilots / track control systems
- Steering control systems
- Radar transceivers
- Radar and chart radars
- Electronic chart display and information systems (ECDIS)
- Central data display (Conning)
- Multifunctional workstations
- Data management systems
- Integrated bridge and navigation systems (IBS / INS)
- Command and control (C2) systems
- Military enhancements

STATE-OF-THE-ART TECHNOLOGY FOR RELIABILITY AND PERFORMANCE

Customers need to rely on accurate sensors, precise steering systems and sensitive radars – in particular when it comes to adverse weather or challenging sea areas. When crossing the ocean with sunshine and a gentle breeze, they may need a more fuel-efficient steering. They may also need to know where the sea is calm and where the current flows. And finally, they need to have all equipment working to avoid trouble with port state control. Raytheon Anschütz navigation systems address all these requirements.

SMART SYSTEM DESIGN FOR EASY INTEGRATION

Raytheon Anschütz navigation systems use standard hardware platforms, intelligent data distribution units and data collectors as well as standard LAN or CAN-bus – standardized components and a standardized installation procedure without need for specialized cabling or complex interfacing from sensors to PCs. This is less error-prone, improves installation quality and reduces wiring cost compared to conventional systems. A service software allows transparent configurations and adjustments.

EXCELLENCE IN NAVIGATION

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The Synapsis Integrated Bridge and Navigation System (IBS / INS) covers workstations for radar, ECDIS and conning, an advanced data management, various sensors for target detection, heading, position and further navigation data, and steering control systems. Synapsis complies with the IMO performance and test standards for INS.

Synapsis Workstations are available as a multifunctional workstation with access to all system applications or as a stand-alone system for a single application only.

The workstations are integrated within a redundant ethernet stern network. A core element of each workstation is the Synapsis Integration Platform, which controls all central services and tasks of the navigation system. Depending on the required task and display, data is bundled, shared throughout the network, locally stored at each workstation and presented by the end-user applications. The result: More safety as well as improved system reliability, related with increased uptime of equipment.

The Synapsis Intelligent Bridge Control System automatically observes the performance and status of all workstations and sensors connected to the INS. On a central display the operator has an overview about the total navigation system configuration and its “health status” available at a glance. The consistent common reference system (CCRS) continuously monitors sensor quality and performance to provide the entire navigation system with best sensor data. Furthermore, the central presentation and the intelligent handling of all important arising bridge alerts reduces operating stress but also directs attention to critical alerts and thus significantly increases safety.

www.raytheon-anschuetz.com/synapsis
INTRODUCING THE SYNAPSIS NX SYSTEM ARCHITECTURE

Synapsis NX Workstations can be easily configured according to customer’s individual requirements – from a radar or ECDIS workplace up to multifunctional workstations. In a configuration as a multifunctional workstation the radar, ECDIS and/or conning applications run in parallel on one computer, or alternatively a KVM switch can be used.

As a standard, Synapsis comes with a smart “next generation” system architecture—this is what the “NX” stands for. By utilizing standardized hardware components through the entire bridge navigation system and the LAN-based radar transceivers, and by having all sensor information enabled to LAN, the architecture increases redundancy, flexibility and scalability.

Furthermore, the new system architecture reduces complexity of the system for easier installation, higher reliability and better resistance to failures. With regard to safety, the system concept is designed so that even a single point of failure leads to reduced redundancy, but not to reduced functionality.

For details, please refer to the brochure: Synapsis Integrated Navigation System.

FLEXIBILITY THROUGH STATE-OF-THE-ART LAN

Synapsis Workstations share information within an ethernet network. Data is bundled, shared, locally stored and presented by the end user applications. New workstations can be easily added via LAN and receive all relevant data and configurations automatically.

STANDARDIZED INDUSTRIAL HARDWARE

All Synapsis Workstations are based on the ultra-compact, powerful Small Marine Computer (SMC). The SMC features a solid-state disk and passive cooling to increase reliability and lifetime.

INTELLIGENT INFRASTRUCTURE SOFTWARE FRAMEWORK

As part of each workstation, the Synapsis Integration Platform concentrates and processes all central services and tasks of the navigation system such as data storage and distribution, health monitoring, redundancy and backup management, alarm monitoring and data display.

STREAMLINED SENSOR COLLECTION AND DISTRIBUTION

With the new NautoPlex serial to LAN converters, all serial sensor data as well as sensor information is collected and distributed via LAN to every workstation. The result: reduced cabling effort and enhanced flexibility.
SYNAPSIS APPLICATIONS

Raytheon Anschütz radars have been known to be among the most sensitive navigation radars. Thanks to advanced radar technologies and intelligent functionalities, a strong detection performance ensures the highest standard of safety even under rough weather conditions.

Within an INS, the central target management associates tracked targets from individual sensors to create new system-level targets, which appear consistently on any display. Target-related alarms are based on these new targets to enable situational awareness.

The ECDIS (Electronic chart display and information system) provides a clear presentation of voyage related information, the vessel's position relative to shore and structures, traffic separation zones, restricted areas, or other ships.

ECMIS also offers intelligent and powerful functionalities available for route planning, route monitoring, or track control to effectively support and enable the master in his long-range tasks. For naval projects, Raytheon Anschütz can add or integrate WECDIS applications.

Command and Control

As a unique feature, Raytheon Anschütz offers an additional application for enhanced situational awareness and command and control. Through data correlation of existing sensors, a fully functional integration of camera systems, charts and intelligent data processing the application offers effective surveillance of the ship's surroundings.

This includes alarm zone monitoring, track classification, and enhanced search and rescue functionality. Tactical enhancements for coast guards and navies are available.

The Conning NX provides all navigation and machinery state data at a glance. As the centralized display for the ship's command, Conning NX increases situational awareness even in critical situations and provides the operator with efficient help in right decision making.

For details, please refer to the brochure: Synapsis Workstation.
SYNAPSIS FITS ANY REQUIREMENTS

Thanks to its high scalability, Synapsis can be tailored to the individual requirements of any ship type, mission profile and budget. Raytheon Anschütz has realized the most varied projects, from basic systems for IMO SOLAS compliance up to systems in accordance with highest class notations. Most advanced systems with a high degree of individualization and customer-specific engineering have been installed on mega yachts and large naval ships, including the world’s most admired vessels.

Raytheon Anschütz has installed more than 1,100 integrated bridge and navigation systems.

FOIL PANEL SOLUTIONS

Raytheon Anschütz can provide customized foil panel solutions which have a unified surface design for thrusters, remote engine control or other instruments and displays, with common lighting, dimming colors, and fonts, as well as push buttons for a common/haptic.

© Avotrimage. Source: CMN
Raytheon Anschütz has launched SYNTACS (Synapsis Tactical Command System) as a smart command and control (C2) solution for effective decision-making and for counteracting a danger or threat, developed for today’s conflicts and asymmetric threats.

SYNTACS offers the operator a complete tactical overview of the ship’s surroundings. Through data correlation of all organic and external sensor information, SYNTACS provides a comprehensive dashboard for the operating picture on the bridge multifunctional workstations – in addition to navigational capabilities. SYNTACS can thereby integrate different sensors and weapon systems as appropriate for different missions.

- Integration of INS, C2, electro-optical sensor and optional countermeasures
- Significantly enhanced situational awareness
- Common operating picture (COP)
- Additional self-defense capabilities on the bridge, even if a dedicated combat management system (CMS) is aboard
- Scalable extension to adapt to different missions or requirements
- Highly affordable system and low lifecycle cost (built on COTS technology)
- Reduced and flexible manning
- Intuitive operation and standardized HMI reduce training need
- Space-saving by using or upgrading existing bridge workstations

www.raytheon-anschuetz.com/syntacs

For details, please refer to the brochure: SYNTACS
The customer benefits from a seamlessly integrated and highly affordable solution with only one responsible contractor for development, integration, supply and support.

SYNTACS means a multifunctional workstation for navigation and situational awareness. Thanks to its versatile functionality, SYNTACS can meet all the operational requirements of coast guard vessels as well as small and medium naval platforms.

SYNTACS can be deployed for many different mission profiles — up to self-defense aboard large naval ships. The flexibility provided with SYNTACS includes the integration of further sub-systems and sensors such as radars, sensors, multi-target trackers or optical trackers as required by the customer and a respective mission, but can also relate to integration with other ship systems and effectors.

A variety of standard options and modular extensions — hardware and software — is available.
NAUTOSCAN NX NETWORK RADAR

With the new NautoScan NX network radar transceivers Raytheon Anschütz presents state-of-the-art radar technology. Radar status and video are generated in the transceiver, shared by a digital interface and distributed through a redundant Dual Gigabit LAN.

A virtually unlimited number of workstations receives a real raw video without any preprocessing of the radar transceiver. These raw data can be processed for any applications e.g. navigation, small target tracking and oil spill and ice detection.

Further, pedestal and electronics have undergone a new design with a focus on lowest maintenance, easy installation and servicing and finally optimized cost of ownership.

- Redundant Gigabit LAN video distribution
- Raw data processing for high flexibility and performance
- Future-proof design with built-in reliability
- Easier installation at shipyards
- Cost reduction: no coaxial cable, no interswitches

In naval projects Raytheon Anschütz can add tactical features.

For details, please refer to the brochure: NautoScan NX HIGH PERFORMANCE RADAR
The Navigation Company

For details please refer to the brochure:
Standard 22 Gyro Compass,
Standard 30 MF Maintenance-Free Gyro Compass,
MINS 2

HEADING SENSORS – ALWAYS RELY ON THE RIGHT COURSE

Anschütz gyro compasses are known for their superior accuracy and reliability even under harshest environmental conditions and in polar regions.

STANDARD 22 GYRO COMPASS

With the Standard 22, operational safety was dramatically increased due to a patented data transmission technology that completely replaces the use of slip rings. Its accuracy, stability, functionality, long maintenance intervals and cost effectiveness are lifetime make the Standard 22 the most popular gyro compass on the market today.

The Standard 22 Gyro Compass System was designed as a modular system, which is also ideally suited for retrofits. The system consists of up to three gyro compasses. A variety of repeater compasses is available.

STANDARD 30 MF GYRO COMPASS

For customers who require a maintenance-free gyro compass, Anschütz-Anschütz offers the new Standard 30 MF. It uses so called hemispherical resonator gyro (HRG) to measure angular rates in three axes. Based on these measurements, sophisticated software algorithms compute heading but also roll and pitch.

Standard 30 MF has an outstanding lifetime performance. Its mean time between failure (MTBF) value clearly outruns those known from other solid-state compasses based on fiber optical gyros (FOGs).

MARINE INERTIAL NAVIGATION SYSTEM

For naval platforms, the MINS 2 is available as an inertial navigation system. MINS 2 is based on modern, state-of-the-art strap down ring laser technology for unsurpassed accuracy.

For more than 18,000 Standard 22 sold!
SAFE AND PRECISE STEERING GEAR CONTROL SYSTEMS

Reliable, safe and precise performance — this is what steering gear control systems engineered by Raytheon Anschütz stand for.

Raytheon Anschütz offers a suite of highly precise and efficient autopilot systems for different types and sizes of ships. All autopilots are based on proven Anschütz steering algorithms that are known for their outstanding steering performance. The autopilots are designed for ease-of-use and offer valuable functions. Depending on the autopilot type, this can include course and track control modes, an acceleration monitor and fuel-saving capabilities.

NautoSteer AS is the next generation of a sophisticated manual steering gear control system for customers that require reliability, safety and an outstanding functional range. The modular system architecture of NautoSteer AS allows for standardized and cost-effective solutions as well as individual and advanced system configurations.

NautoSteer AS was designed according to fail-safe principles. No single failure in the system causes any unwanted rudder activity. A common user interface with take-over functions at any device supports an intuitive and user-friendly operation.

- Cost-effective standard configurations
- Flexible system configuration
- Precision and safety thanks to proven steering algorithms
- Track control in combination with several ECDIS
- Built-in reliability with CAN bus technology
- Fail-safe principle with integrated steering failure and wire-break monitoring
- Integrated data integrity monitoring
- "JHC Direct" for safe operation in emergency situations
- Take-over or give-over function of steering controls
- Control steering
- Ease of installation with simplified wiring and computer-based commissioning

For details, please refer to the brochure NautoSteer AS
Raytheon Anschütz is not only recognized as a world leader for surface ship navigation and control systems but also for submarine technology. With long experience, own user level operational expertise and intimate know-how in submarine system integration, Raytheon Anschütz provides solutions for:

- Integrated navigation
- Command and control
- Steering and control
- Data management
- Monitoring

Dedicated customer consultancy, on-board surveys, requirement engineering, system construction and applied standards are the key elements that make Raytheon Anschütz the ideal partner in the implementation of highly customized submarine solutions.

Today, more than 50 Navies – and the world’s leading submarine builders – rely on submarine technology and system integration by Raytheon Anschütz.

www.raytheon-anschuetz.com/submarine
Through the past decades Raytheon Anschütz, in close cooperation with the shipyards, has specified and developed a wide-ranging specialized product line for submarine navigation and control applications, ranging from small packages up to sophisticated installations. All products can be adapted to customer needs. Raytheon Anschütz also is experienced in engineering highly customized packages for retrofits. With a core competence in the integration of sensors for heading, positioning and further navigation data as well as 3D steering control systems – all taking into account ship type, mission, hull construction, ship system layout and interfacing – Raytheon Anschütz retrofit solutions help to maintain reliability and excellence in mission performance.

**INTEGRATED NAVIGATION**
- Gyro compass, inertial navigation system, radar, echo sounder, EMLOG, ERLOG, WAIS, WECDIS/ECDIS, route planning stations, GPS, Galileo, GLONASS

**COMMAND AND CONTROL**
- Versatile situational awareness solutions, mission management systems, tactical navigation

**STEERING & CONTROL**
- Customized steering systems, 3D-autopilots, ballast and trim control, hoistable mast control

**DATA MANAGEMENT**
- Network management, data fusion and distribution, plausibility and integrity checks, free sensor selection

**MONITORING**
- Sea water sensors, wireless battery monitoring systems, sound velocity
The Navigation Company

Raytheon Anschütz’ integrated submarine solutions enhances the submarine’s maneuvering and operation capabilities by providing much more than the sum of the abilities of individual components. The focus on functional integration, data sharing, standardization of industrial hardware and the application of common software and network architecture enables the realization of highly customized solutions. Further, the enhanced availability of data and navigational capabilities provided in a ship-wide network, the full redundancy in sensors, systems and distribution, as well as a harmonized system design with a common HMI contribute to safe, high-performance and efficient submarine operation.

WHAT CAN CUSTOMERS EXPECT?

Unbreakable systems – ultimate quality, multi-redundancy and built-in fault-safety
Precise systems – made in Germany for high accuracy and reliable performance
Effective systems – seamlessly integrated with a common HMI and hardware, providing enhanced functionality and future expandability

MAKING SUBMARINES SMARTER

FUTURE CONCEPTS

The transition from point-to-point communication to a ship-wide data network – and thus a fusion of all available data (automation, navigation and combat management) – can strongly contribute to a broader situational awareness. Raytheon Anschütz considers the ship-wide data network as the starting point for research in future concepts and technology – from multifunctional consoles for navigation and tactical command and steering, through new ways of route and mission planning, to automated operation.
In a service case, saving time saves money. Therefore, Raytheon Anschütz offers customers highly qualified worldwide support around the clock. Those underway can rely on a dedicated point of contact with access to the manufacturer’s know-how and a global network of trained service stations each day.

HOW CAN RAYTHEON ANSCHÜTZ ASSURE TOP RESULTS FOR CUSTOMERS?

Through the central service coordination offering a personal point of contact reachable at any time.

Through the in-house support with dedicated maker know-how and powerful diagnostic tools.

Through a worldwide network of qualified service partners in more than 200 locations around the world, for short distances and quick reactions.

And, as a result, through highest first time fix rates which Raytheon Anschütz achieve with specialized and experienced support, continuous service training programs and service performance monitoring.

The customer’s benefits: increased uptime, less admin workloads, no trouble.

www.raytheon-anschuetz.com/customer-service

FIRST-CLASS WORLDWIDE SERVICE

Highly skilled coordinators. Personal support. Transparent service status. No delays.

Service Center Kiel, Germany +49 1716510708
Service Center Bremerhaven, Germany +49 1713034853
Service Center Panama +507 66727676
Service Center Singapore +65 82988844
After delivery, Raytheon Anschütz can provide a variety of maintenance and coordination services to efficiently support the customer or to reduce administrative workload and logistic costs while increasing operation time of the vessel. This includes long-term based updates and logistic services, including obsolescence management, regular software updates as well as customer-specific updates and shore-based maintenance. Tailor-made retrofit and upgrade suggestions round out our portfolio for total lifetime support.

CENTRAL SERVICE COORDINATION
The central service coordination means one service point for all products delivered by Raytheon Anschütz. Customers get the full benefit of the know-how and experience of highly skilled service coordinators and supporters. Benefits: Less administrative work-load, highest transparency throughout the whole process, service attendance with trained technicians and required spares, maximum vessel uptime.

GLOBAL PRESENCE
To ensure effective support at the world’s largest ports, Raytheon Anschütz puts strong emphasis on competent service centers with large spares part depots. During the past years Raytheon Anschütz has also established international subsidiaries along the most important shipping routes of the world. Raytheon Anschütz Singapore and Raytheon Anschütz Panama act, together with the German headquarters, as the regional service centers.

ORIGINAL PARTS SUPPLY
The worldwide network of service partners and spares part depots is connected through a proven spare part supply chain to offer customers the security of maximum and fast spares part availability. By ordering parts and service only through Raytheon Anschütz and authorized partners, customers benefit from one responsible supplier, high-quality original spares including full warranty, competent personnel for trouble-free installation and maintenance, fast and transparent order processing and finally, optimum performance for each operation without lots of expensive follow-ups.

IN-SERVICE SUPPORT (ISS) AND INTEGRATED LOGISTIC SUPPORT (ILS)
In addition to the support described above, Raytheon Anschütz offers ISS and ILS packages that guide customers into the future. An ISS proposal describes all relevant logistic support measures as a prerequisite for economical and effective operation of technical equipment. A comprehensive ILS solution minimizes logistic costs and maximizes availability and performance through technical updating, ensuring a suitable training level, and documentation.

AFTER SALES SERVICES
WHY DECIDE FOR WORKING WITH RAYTHEON ANSCHÜTZ?

When deciding for Raytheon Anschütz, customers will always benefit from individual and dedicated customer services. After sales, customers can rely on product performance and qualified technical support – wherever they navigate.

DO YOU NEED A RELIABLE AND COMPETENT PARTNER?
• Raytheon Anschütz is a partner to find the best solution for the customer
• Individual support from early system layout to setting in operation
• Firm, reliable project processing and delivery as promised
• Short ways from project teams to R&D and production
• Flexibility for customer-specific adaptations
• Proven offset excellence and technology partnerships

DO YOU NEED MORE VALUE FOR MONEY?
• High-level integrated navigation with IMO-type approval
• Proven sensors for reliability and accuracy under any conditions
• Advanced functions designed to reduce workload and add safety
• Standardized HMI of hardware and software
• Intelligent system architecture for simple, less error-prone integration
• State-of-the-art technology, designed for low maintenance and easy upgrades

DO YOU NEED SUPPORT BEYOND DELIVERY?
• Customer-oriented after sales management
• Comprehensive services for the dedicated customer anytime and anywhere
• One of the highest performing global service networks in the market
• Proven worldwide spare part supply chain
• 365|24|7 service coordination and support
• Full lifecycle support, customized retrofit and upgrades

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