Support & Services

Smart support at every stage –
maximizing your availability

Ellen Molin
Head of Saab’s Business Area Support and Services
The world is changing fast

- The world is changing rapidly
- Internationalization and globalization have made an impact
- Not just military threats. New unexpected dangers are emerging constantly – from terrorism to cyber attacks
- Increasing risks to society, important to protect borders and flows of people and goods
- Threats evolve fast, and can spring from anywhere, even from within our own society
Our aim remains constant

- To keep people and societies safe, we push intellectual and technological boundaries
- Saab has been pioneering new technology, enhancing our customer’s capabilities for over 80 years
- We’re breaking new ground, both technologically and from a cost perspective – Gripen is just one example
In 1937 we took off

- A history from the 17th century through Alfred Nobel (Bofors) and the shipyard in Karlskrona (Kockums)
- In 1937, Saab was founded to protect Sweden’s borders and its people
- Born smart – as a small country, we were forced to arm ourselves with good and cost-effective equipment
- On our journey we created Sweden’s computer, missile and space industries
- Read more about our history at history.saab.com
Today, we look to the future

• The world’s most cost effective, high-tech defence and security company
• Our history has enabled us to shape a defence and security offer with great depth and breadth
• Through acquisition, Saab has brought together a broad base of knowledge and innovative thinking
• Companies like Bofors, Sensis, Ericsson Microwave Systems and recently Kockums have added expertise
Our broad offering
Company overview – year end 2018

17,096
Employees

Order backlog, MSEK 102,184
Sales, MSEK 33,156
Operating income*, MSEK 2,266
R&D, share of sales % 23

Sales per domain

Customer countries

100

Sweden 10
Rest of Europe 3
North America 33
Latin America 7
Asia 12
Africa 1
Australia et c 34

Air 17
Naval 7
Commercial aeronautics 6
Security 3
Other 47

Sales per domain
Competitive products, global market

Aeronautics

Support & Services

Dynamics

Kockums

Industrial Products & Services

Surveillance

North America

Europe

Latin America

Middle East & Africa

Asia Pacific
Smart Support at every stage

- [https://youtu.be/KdbK0Cwlqvl](https://youtu.be/KdbK0Cwlqvl)
Support & Services

Order backlog, MSEK 10,690
Sales, MSEK 5,470
Operating income*, MSEK 685
No. of employees (FTE) 1,851

*EBIT

Share of sales 2018

Employees 1,851

16%

Product Areas
- Aircraft support solutions
- Airborne ISR
- Aviation training
- Communication solutions
- Land and Naval support solutions
- Vehicle electronics

Locations
Australia, Denmark, Kenya, Norway, Pakistan, Saudi Arabia, Somalia, South Africa, Sweden, United Arab Emirates, USA
Our history

- Saab’s legacy has always been about providing maximum performance and efficiency with minimal resources, **smart** has been the key word.
- We are known for our strong heritage and we have over a century of experience delivering smart and cost-efficient support solutions.
- Expertise in defence, security and aerospace.
- General and niche services across all domains.
Support & Services

Offer

• We provide customized support solutions across all domains.
• Our offer is wide and we provide everything from individual spare parts to complete availability-based commitments.
• Products and services within airborne surveillance, communication systems, CBRN solutions, vehicle electronics and field facilities.

Partnership

We love partnerships and strive for long and deep relationships with our customers.
Our support concept

Smart support at every stage – Maximizing your availability

Establish support

In-service support

End-of-life support

Approvals & Certificates
Scalable support levels

- Tailored support solutions
- Scalable to your needs
- When you need it
- Always smart
- Your choice

Availability
Operational Efficiency
Service level

Ad-Hoc
Baseline
Extended
Domain capabilities

- Saab’s vast portfolio stretches over all domains. This means that our support services do as well.
- We have a long history and extensive experience in providing support. We can act as the sole provider of availability based turn-key-solutions for both the civil and military domains. Totally tailor-made to your needs.
- We have been around for >100 years and you can rest assured that our commitment is long-term.
# Proven performance

<table>
<thead>
<tr>
<th>Service</th>
<th>Image</th>
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<tbody>
<tr>
<td>Gripen support</td>
<td><img src="image1" alt="Gripen support" /></td>
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<tr>
<td>Saab 340 &amp; 2000 support</td>
<td><img src="image2" alt="Saab 340 &amp; 2000 support" /></td>
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<tr>
<td>SK 60 training</td>
<td><img src="image3" alt="SK 60 training" /></td>
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<td>Aerial training services</td>
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<td>Swedish Coast Guard</td>
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<td>AEW &amp; C systems</td>
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<tr>
<td>CBRN (AWR) system</td>
<td><img src="image7" alt="CBRN (AWR) system" /></td>
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<td>GBAD support</td>
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<td>Support to the UN &amp; AMISOM</td>
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<td>Vehicle Electronics</td>
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<td>Mitsubishi Regional Jet</td>
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<td>Scandinavian Air Ambulance</td>
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<td>Camo &amp; logistic services</td>
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<td>Integrated communication solutions</td>
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Smart Support at every stage

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Thank you!

Ellen Molin, Saab