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**OBSIMA**

technology

Our support – Your Success



# Obsima Technology AS, Who we are

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- Founded in **1998** by CEO **Leif Haugland** under the premise to provide service & support for simulator systems and shooting range equipment
- **OBSIMA** = **OB**serviation, **SI**mulation **MA**terial
- Expanded to **three business** areas (Tactical Electronics, Shooting & training facilities and Service & Support)
- Two offices
  - **Main office** in **Gjerdrum** (Leader group, logistics and customer support)
  - **Department** office in **Rena** (Base for Service & support team and for Tactical Electronics)
- **Independent** reseller and service provider (**no agent agreements**)
- All employees have **NATO Secret** clearance (work contract requirement)
- **Solid turnover** and **good revenue**
- ISO certified since 2018 (**ISO 9001:2015**)

# Business areas and sales representatives



## Shooting and Training facilities

### Knut Bakken

Civil engineer with 16 years of experience in project management and sales  
Works for Obsima Technology since 2011



## Tactical electronics

### Åsmund Bakke

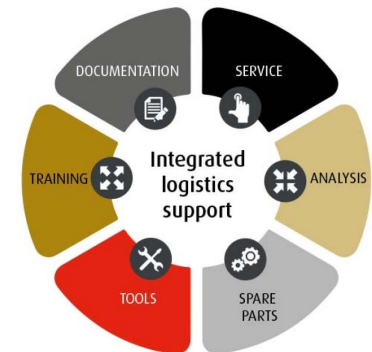
Over 26 years' experience in the Norwegian Army, specialist for communication.  
Works for Obsima Technology since 2018



## Service & Support

### Michael Kropf

Over 30 years' experience in project management, support and maintenance for civil and military industry  
Works for Obsima Technology since 2010

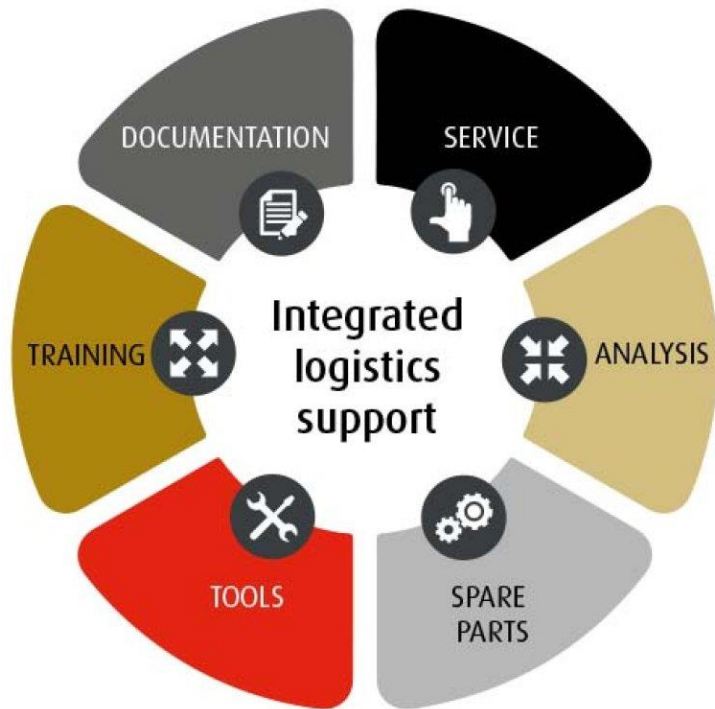


# Obsima Technology AS, provide **Added Value** is our **Philosophy**

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- **Obsima Technology AS** provides products and services through a close and long-term relationship between customer and end-user during development, integration and use of the products or systems
- **Customized products and services** based on end user requirements and feedback provide added value for end user and customer/manufacturer
- **Synergy** provides added value for customer and end-user
- **Long term relation** provides added value through trust and detailed knowledge of products/systems and the end-users needs
- **Personalized support** provides added value by delivering accessible support for the end-user
- **Translator** between end-user and customer/manufacturer
- **Lower risk** for customer/manufacturer to end up in commercial disagreement with end-user due to information flow towards customer/manufacture

# Integrated Logistic Support is the base for all our Service & Support solutions



- **Service**  
Customer support, preventive & corrective maintenance on/off site support, administration
- **Analysis**  
Analysis of end-users needs  
Permanent analysis of service & maintenance procedures
- **Spare parts**  
Control of spare part supply, configuration management (**OSCM**), stock control
- **Tools**  
Standard and special tools/test equipment, own Service & Support ERP
- **Training**  
Internal training to secure knowledge and redundancy  
Training for end-user personnel
- **Documentation**  
Tracking of all activities  
Review and update of provided documentation

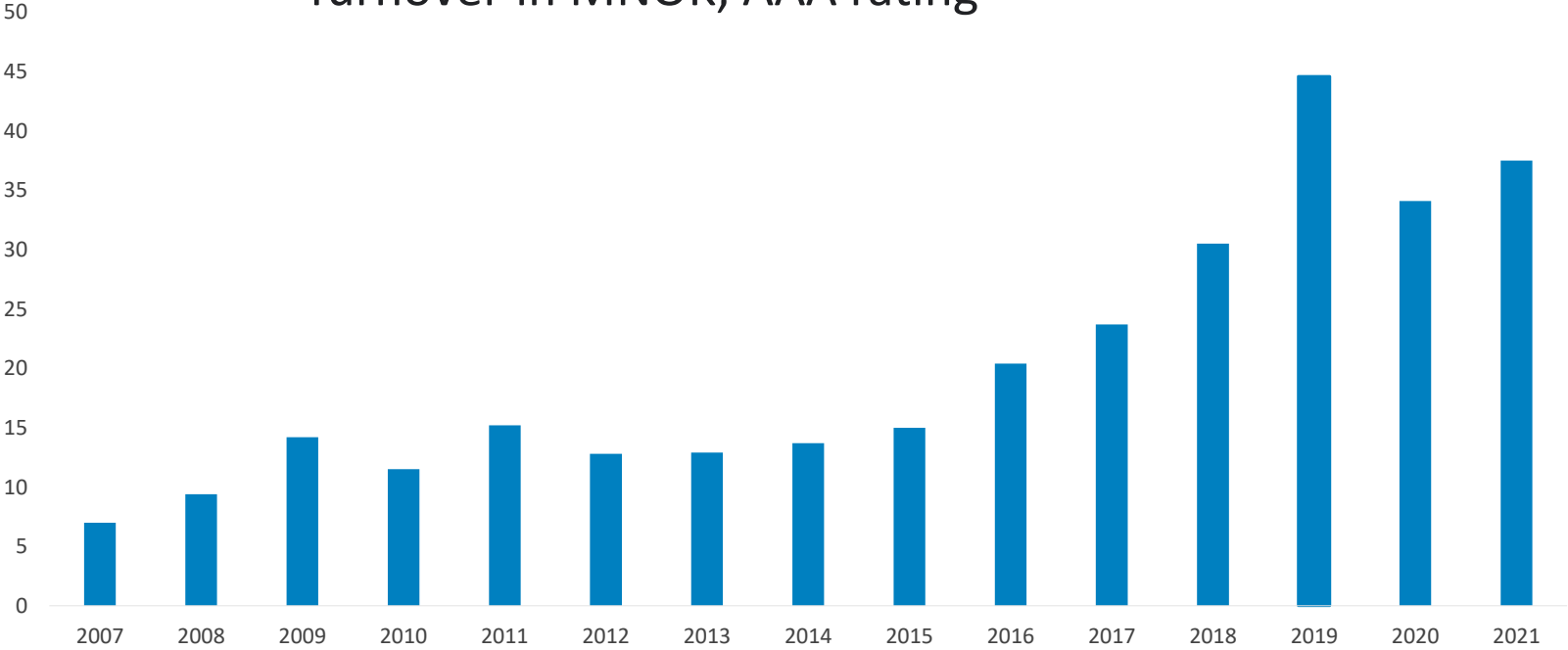
# Our Service & Support Products

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- **Support agreement «Standard»**  
Top seller for our Tactical electronics products.  
Includes 10 hours with priority personal support (telephone, VTC, e-mail)  
Software updates included  
Easy to administrate for end-user since prices are fixed for one year.
- **Support agreement «Enterprise»**  
Includes 20 hours with priority personal support (telephone, VTC, e-mail)  
One on-site visit and software upgrades are included
- **Support agreement «custom»**  
Fully customized Support agreement tailored to the customers' needs. Perfect for when there is more service desired than Standard, or Enterprise include
- **On-site support (CLS)**  
From hourly to full time on-site presence (Top seller)  
Full time on-site support provides a seamless integration of our technician with the end-user personnel. Advantage for the end-user is that they can focus on their core business and don't need to worry if the equipment/system is up and running.

# Financial information

Turnover in MNOK, AAA rating





# Vi ser fram til din henvendelse

Obsima Technology employees have broad experience from a variety of industries and work assignments; project management, design of electronics, operation of shooting systems, distribution, purchasing and logistics.

## Main office Gjerdrum

ASKHEIM 1E, 2022 GJERDRUM

## Rena office

BRUGATA 2, 2450 RENA

**+47 63 93 81 80**

**salg@obsima.no**

**ordre@obsima.no**

**support@obsima.no**

**www.obsima.no**

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