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ASCOM SERVICE AGREEMENTS
THE SMARTEST WAY TO SECURE YOUR INVESTMENT



You are planning a new communications solution. You are about to make an investment in your future. Now, not tomorrow, is the appropriate time to consider a fundamental yet defining question – how can I ensure my investment delivers to its optimal potential?



SYSTEM OPTIMISATION

NO-ONE KNOWS LIKE WE KNOW

Benefits of Ascom Service Agreements

- Internal resource optimisation through a decreased workload on your staff
- Maximum exploitation of technology through accurate information and data management
- Reduced total cost of ownership
- Maximum return on investment
- Predictable cost

How important is it to you that your system is fully operational at all times? To us, it's more than vital – and over 50 years at the leading edge of our industry, a worldwide sales and support network, our own Research and Development facilities and unrivalled technical expertise ensures we can back up these words with actions and deliver our promises.

At a hands-on level, our unique approach to service delivers unique benefits. If we are taking care of your service requirements, the workload on your staff is decreased, allowing internal resources to be used optimally. Furthermore, accurate information and data management allows you to exploit system technology to the full. And how are we able to deliver these, and many other benefits? Quite simply, because no one understands your wireless communication solution, the demands placed on its users and administrators or how to optimise it better than we do.

With this in mind, isn't it then logical to conclude that when it comes to maintenance, service and the provision of qualified support, applying Ascom expertise can deliver a competitive edge?

The right agreement for your needs

Every solution we devise is unique. Why should our Service Agreements be different? Together with Ascom, you can create a service package based on your needs. This flexibility allows your solution to be maintained and serviced with your operational objectives very much in focus. In turn, the qualified benefits of applying the right Service Agreement at the right time will allow you to predict costs more easily, reduce the total cost of system ownership and secure your investment over its entire lifecycle.



OPERATIONAL EXCELLENCE

A WELL-MAINTAINED SYSTEM IS A WINNING SYSTEM

- Longer system lifecycle
- Optimal system performance during the lifecycle
- Improved planning through a constant level of support and service
- Minimised downtime
- More effective future development and planning through precise monitoring

From both an operational and financial point of view, designing and installing a wireless communication solution represents a major commitment. Ensuring this commitment is met requires much more than state-of-the-art equipment. Knowledge-based support, qualified expertise and access to an experienced service partner are vital if a system is to be correctly maintained and serviced throughout its lifecycle.

Empower your system

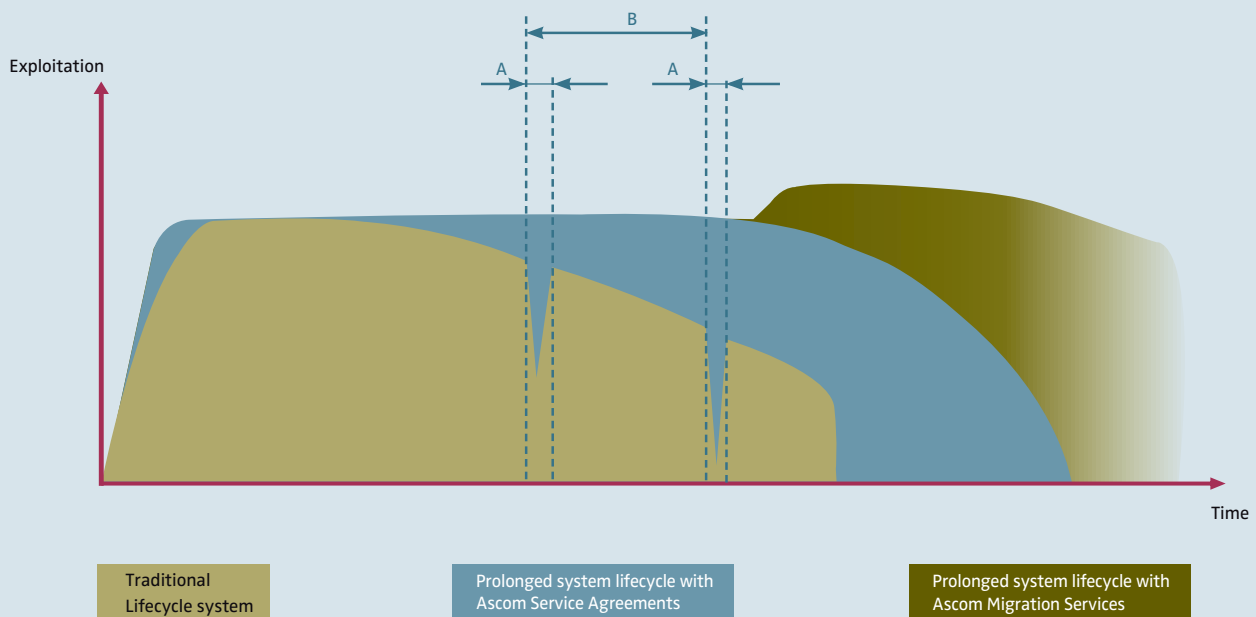
Experience tells us that one hard fact should remain in focus when planning and applying a wireless communication solution. A system that does not receive the correct maintenance and support will work – but what it won't do is work optimally. Choose not to prioritise service, and users and administrators will experience more downtime, which in turn affects the ability to deliver a quicker response and ultimately, productivity. In situations where Mission-Critical communications carry with them a personal safety aspect such as hospitals or secure establishment, this is a risk that cannot be ignored.

What defines your decision?

It is vital that you define how important your equipment is in terms of running your operations. This determines which Service Agreement is most suitable to facilitate smooth and effective application of your solution.

In the course of discussions with our customers, we apply four criteria to define how important error free operation is for every item of your equipment. These are as follows: Extremely Critical – Critical – Important - Less Important. We also define how quick a customer requires error rectification in the event of these occurring. Using the information this provides, we create a service package that meets customer demands every time, no matter their nature.

Extremely critical	Critical
Important	Less important



System efficiency over its life-cycle is dependent on many factors. When it comes to defining interruptions and how these affect a system, these broadly fall into two categories:

- A How long it takes for a fault to be rectified
- B The length of time between interruptions occurring

The downtime this creates can drastically affect both production efficiency and Mission-Critical communications. Our Service Agreements focus on addressing these two issues. On a practical level, this expresses itself through a full range of preventive and corrective service packages, customer-defined availability and response options.

Migration – for future system

To ensure future system functionality and prolong the system life-cycle we offer a range of migration solutions.

We work at the forefront of technological development to ensure the right choices of technical platform. When both the hardware and the software follow the development and are being upgraded/replaced then expensive new investments are avoided. We ensure that the system investments our customers have made are exploited in the best possible way when we move our customer systems into the future.

ACHIEVING YOUR OBJECTIVES THE SOLUTION IS IN THE SERVICE

At Ascom, our commitment to providing comprehensive support to Mission-Critical Communications has led to the creation of a number of service packages that are most definitely fit to deliver this level of excellence. The power behind these lies in the fact that they are flexible enough to be shaped around your demands yet focused enough to address specific operational issues. This, combined with the operational benefits offered by supplier continuity and uniformity, ensures your system can do the job it was intended to do, with the absolute minimum interruptions.

Our technical and professional services include corrective

and preventive maintenance, the security of a full backup and restore service, automatic malfunction notification service, hardware and software maintenance and improved component supply. Services via Remote Connection can also be provided, facilitating quicker fault diagnosis, optimising administrator efficiency and minimising system downtime. Furthermore, end-user and application training can be provided.

Service Agreements can be tailor-made in terms of support availability, access to remote diagnostics and guaranteed response times. Quite simply, if you need us 24 hours a day, we'll be available.

Establishment services	Continuity services	Enhancement services	Options
Pre-Sales Support	Technical telephonic support	Training	Availability 24/7/365
Project Management	Preventive Maintenance	Certification	Response time for Remote diagnostics and fault correction
Site Survey Service	Remote Corrective Maintenance	End-user Trainings	Response time On-site
Assessment Service	On-site Corrective Maintenance		
Installation Service	Repair Services		
Commissioning Service	Software Maintenance		
	Backup and Restore		
	Instant Notification		

Ascom **Establishment services** ensure that our systems meet our customer needs. Our pre-sales support is designed to find these needs while our project management service ensures that these needs are answered through a customised technological solution that meets the customer's expectations.

Pre-Sales Support

Technical and quotation assistance based on customer demand / need in order to define the optimal system solution.

Project Management

Ascom acts as a project leader for installation and coordinates all services to provide a total solution of Ascom platforms.

Site Survey Service

Define, estimate and document equipment required to provide radio coverage to client's specifications. Identify limita-

tions, cable and power requirements and environmental issues when installing Ascom platforms.

Assessment Service

To determine if the end customer's LAN and/or WLAN are fit for deployment of Ascom platforms including recommendations on possible enhancements and improvements in end customers' network.

Installation Service

Installation of Ascom system components, for example hardware and portable devices.

Commissioning Service

System verification test by Ascom, in order to confirm complete system operation and integrity for customer approval.

Ascom **Continuity services** are intended for customers with an existing running system. During operations, our dedicated service teams are available to provide technical telephony support and apply proven expertise to resolve operational issues that may occur.

Technical Telephonic Support

Providing technical assistance and troubleshooting via telephone and or email. The reported issue will be analysed to verify existence of a problem and condition under which it exits or reoccurs and provide recommendations to resolve the fault.

Preventive Maintenance

Service that performs maintenance of predefined equipment and functions at predefined intervals, system performance and lifecycle review and report including a detailed report of system status and provides, if applicable, report of recommended improvements.

Remote Corrective Maintenance

Troubleshooting, analysis, diagnostic and resolving problems off-site via remote connectivity to Ascom system at customer premises.

On-site Corrective Maintenance

Troubleshooting, analysis, diagnostic and resolving problems on-site at customer premises.

Repair Services

For all Ascom products, we provide smooth and agile warranty and repair management. Four modules offer different levels of services – from warranty repair to advanced SWAP. A number of value adding services are available as well.

Software Maintenance

The software upon which your platform depends must be maintained and upgraded if required. Add this to your agreement and you can be sure your software is up to date and fully functional.

Backup and Restore Service

Regular backup of a system's configuration is essential for restoring service after any failure. We store this data securely and ensure it is at your disposal when or if required.

Instant Notification Service

Monitoring a system round the clock is vital. Critical notifications must be acted upon immediately if a system is to be used optimally. Our notification service allows us to sense problems if they are occurring – in some cases, before you notice.

Ascom **Enhancement services** allow you to enjoy the full benefits of an Ascom Solution. Our comprehensive, market-leading experience and knowledge allows us to advise and assess your operational or technical environment before proposing quality enhancing improvements to your tailor-made communication solution. Enhancement services also include end-user and system training, on-site or via E-learning modules.

Training

We offer end-user training, application training and technical training on-site or at our business premises – all these ensure you can maintain and maximise your investment to the full.

Options to meet individual needs.

Availability

Quite simply, you decide when you need us. If your system supports Mission-Critical Communications or life-saving services such as in a hospital or secure establishment, we are available all day, all week, all year.

Response Time

Situations can occur when a technician is required to attend the source of a problem. In such cases, your needs and demands define our response times and are specified in your Service Agreement.



ASCOM WIRELESS SOLUTIONS is a world-leading supplier of on-site wireless communication solutions based on VoWiFi, IP-DECT, DECT, Nurse Call and Paging systems. Our expertise and experience allows us to deliver solutions that can contain both message handling, alarm and mobility platforms for speech and data communication. Professionals in industry, hospitals, secure establishments, elderly care, the retail sector and the hotel industry all benefit from the smart integration our tailor-made solutions represent. In turn, they enjoy facilitating mobility, enabling efficiency and increased personal security.

Every one of the 75 000 systems we have installed worldwide is unique, designed to solve specific customer needs and built to last. Thanks to our scalable and modular architecture, as well as the optimal integration of modern wireless and IP applications, some of the systems we originally supplied 20 years ago are still in operation and reliably serving our customers' needs.

Ascom Sales Companies:

Belgium
Denmark
France
Finland
Germany
Netherlands
Norway
Sweden
Switzerland
United Kingdom
USA

Sales Partners:

Australia
Austria
Brazil
Czech Republic
Greece
Hungary
Iceland
Indonesia
Ireland
Israel
Italy

Lebanon
Malaysia
Poland
Portugal
Romania
Russia
Singapore
Slovenia
Spain
Taiwan
Thailand
United Arab Emirates