



SYSTEM INTERRUPTIONS CAN HAVE SERIOUS CONSEQUENCES ASCOM SERVICES ARE THE SERIOUS SOLUTION

Instant Notification

Monitoring a system round the clock is vital and should be automated. Critical notifications can then be acted upon immediately – vital in the case of a system that supports Mission-Critical operations.

Ascom Remote Support

Many system failures can be diagnosed and dealt with remotely. This saves you time and optimises efficiency.

HOW MUCH PRODUCTION LOSS WOULD YOU LIKE TO AVOID?

Although Ascom systems are characterised by their resilience and high levels of functionality, it is inevitable that errors occasionally occur and that these can lead to production and operational downtime. How these disturbances express themselves depends very much on the nature of the operations the system has been designed to support. A best-case scenario is a short drop in operational output, however in other situations damage to facilities or even a risk to personal safety or life itself can be an unfortunate consequence. With these occurrences in mind, it is vital that your organisation is ready to take fast and appropriate action in response to the problems that reduced system downtime creates.

To define the scope of your requirements, we suggest you ask yourself the following simple questions – what would happen if your communication system was down for an hour, a day or more and what would the financial and operational costs of such an event be?

It's all about a Quicker Response

When a failure occurs a system needs to be restored to fully operational status as soon as possible. This raises the following issues. How long will it take to rectify the fault? How quickly can help be on its way? The solution lies in our service agreements and their ability to deliver the quick response your operations depend on.



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Preventive Logging

The availability of traffic and event logging files make it possible to analyse faults without the need for simulation or waiting for the fault to occur again. At Ascom, our commitment goes beyond correcting faults - our goal is to prevent them from reoccurring.

Backup and Restore

Regular back-up that encompasses your customized settings and data reduces the time required to restore a system. This allows you to be up and running again as quickly as possible.

Personal security you can rely on

It is imperative that staff working round the clock in hazardous situations are able to rely on their personal alarms. In turn, this makes it equally imperative that should a system error occur, the fault will be rectified immediately. Offering this level of security to staff in potentially vulnerable environments allows them to carry out their tasks secure in the knowledge that help can be summoned at any time should this be required.

Your demands, your service agreement

No two customers are the same. That's why our service agreements can be tailored according to your needs. When your system goes down we will support you either by telephone or by on-site service. This means your system can be up and running quickly with minimum disruption. We can even facilitate system restoration within a contracted, guaranteed time if your operations demand this.

**Ascom Wireless Solutions**

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