



## MTBF – MINIMISE INTERRUPTIONS, OPTIMISE PERFORMANCE

### Preventive Maintenance

We check the status of your solution on-site, deliver reports and recommend action if required. This proactive service positively affects repair and response time.

### Corrective Maintenance

If a fault is diagnosed, we take care of it either remotely or through visiting the site and dealing with the situation directly.

### Services that grow at your speed

It is inevitable that every growing organisation experiences changes in its routines. In turn, these changes have an effect on any system intended to support operations. As new staff are employed, technology develops and new versions of software are applied, the demands placed on a system increase and change, and if left unmonitored, can lead to system interruptions.

The consequences of these interruptions can have differing effects - in industry, they can negatively affect productivity while in the case of secure establishments, hospitals and care homes, health and personal safety can be compromised.

However, many of these interruptions share a common characteristic – they are unnecessary – and at Ascom, we have made it our business to extend the MTBF (Mean Time Between Failure) by offering one of the market's leading service packages

### Proactive solutions for successful operations

We take the first step towards optimal operation of your system before it has been installed. Because we design high-quality products with intense usage in mind, the equipment upon which our systems are built is more robust and able to operate longer.

After installation, our Continuity Services are devised to kick in even before any problems occur. Preventative Maintenance routines check the status of your solution on-site, delivering reports and taking action when required. On-site Corrective Maintenance and services via remote connection are also part of our offer. The quicker response these vital services represent allows for fast fault diagnosis and optimises administrative efficiency.

## [ ASCOM SERVICES ]

### 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.

To ensure our clients receive the highest levels of support, we also provide round the clock telephone assistance. In addition, we provide access to a pool of qualified staff who are available to visit sites at short notice as well as offer advice on long-term optimisation and maintenance, train new staff, implement software upgrades or assist with technology migration issues.

This complete solution means that no matter the circumstances, Ascom customers enjoy the highest levels of service 24-7 throughout the entire lifecycle of their system.

### Qualified benefits for every organisation

The power behind our service offer lies in the fact that it is designed to be as flexible as your operations demand, yet focused enough to address specific issues quickly, appropriately and effectively. As a result, our customers are able to carry out their daily routines secure in the knowledge that their system will be affected by interruptions less often. They can also operate with the peace of mind that comes with knowing that should problems occur, the qualified support and expertise of a world-leading supplier is at their disposal. Practically, this can provide real benefits in the form of improved productivity, enhanced standards of safety and care, or optimised levels of customer service.

- Ascom services are based on your system's demands – they grow as you grow.
- Access to 24-hour support and expertise delivers a quicker response
- Preventative and corrective maintenance minimise system interruptions and downtime
- Ascom customers enjoy outstanding productivity, care, security and service benefits.



### Ascom Wireless Solutions

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