



INSTALLING
RELIABILITY

www.ndsatcom.com

WANT TO AVOID A NETWORK FAILURE THAT PUZZLES YOU?

A standard or extended warranty is a time-bound support arrangement that only ensures repair or replacement of a faulty or malfunctioning portion of the supplied system hardware.

What if a station of satellite network or entire network used for critical communication suddenly unserviceable for unknown reasons?

It is a typical scenario, wherein warranty obligation is clearly insufficient to guarantee availability of services. Instead, a station or entire satellite network needs effective maintenance that guarantees maximum service availability

Small Step, Big Impact

SERVICE LEVEL AGREEMENTS

	BASIC	STANDARD	COMFORT	PREMIUM
Support via E-Mail	√	√	√	√
Support via Phone and/or Remote access	—	√	√	√
Business Hours support	√	√	√	√
24x7 Support	—	—	√	√
Software/Firmware update* included	—	√	√	√
Software/Firmware upgrade* included	—	—	√	√
One seat in training course	—	—	√	√
Customized workshop	—	—	—	√
Number of yearly system health checks	—	1	2	3
Number of yearly SLA Review meetings	—	1	1	2
Reaction Time (emergency)	1 Business Day	4 hours	2 hours	0.5 hour

*Software **update** for stability and security (Rel 2.2 → Rel 2.3)

*Software **upgrade** with enhanced feature sets (Rel. 2.x → 3.x), some features may require additional license



CHALLENGE: SERVICE FROM A STATION OR PART OF NETWORK COULD BE DISRUPTED AND UNAVAILABLE DUE TO SEVERAL FACTORS INCLUDING AND NOT LIMITED TO:

- Incompatible sub-system software version requiring upgrade
- Malfunction of a sub-system requiring repair or replacement
- Misalignment of antenna sub-system
- Wear and tear of moving parts of mobile stations
- Loss of saved network control data
- Changes in device setting requiring reconfiguration
- Lack of information in routine operational aspects
- Reasons beyond normal station operation
- SKYWAN IP and DVB-S2 transmissions in parallel
- Automatic DVB transmission route calculation (uplink chain – transponder/slot – downlink chain)

A service disruption can lead to loss of business accumulating from unexpectedly discontinued services from either a station or a portion of the network.

A timely preventive maintenance cycle of the stations can not only avoid a network catastrophe but also prepare the stations to function with an improved efficiency that helps to enhance the overall station or network availability.

Ideally any servicing activity shall start as a natural process in periodic intervals as part of the maintenance plan following site acceptance and network commissioning.

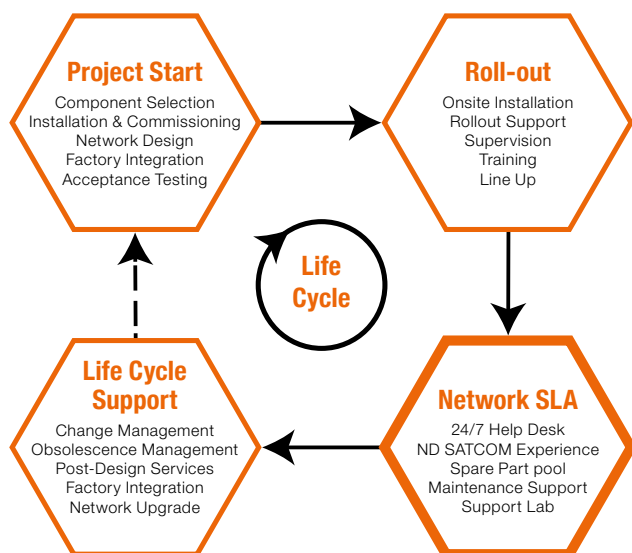
Having set up the station/s or satellite network with required hardware components and sub-systems, customer shall accommodate service support mechanisms in the budget to maximize return on investment.

BENEFITS:

COMMERCIAL BENEFITS	TECHNICAL BENEFITS	OPERATIONAL BENEFITS
Reduced customer investment in internal support resources	Rapid response to reported technical issues	Optimized system performance
Software upgrade for free	Prompt restoration system operations	Ease of support through single point of contact for any request
Superior long term system service availability and efficiency	Enhanced trust and cooperation with assigned point of contact	Proactive system health checks to identify potential threats
Minimized risk of loss in revenue and deteriorated service quality	Easy access to a dedicated team of technical experts	Expedited resolution and service resumption with least delay
Reduction of CAPEX due to lesser spare part inventory levels	Extensive support in planning system upgrade and spares	Augmented reputation from higher service sustainability

FRAMEWORK FOR YOUR SUCCESS

ND SATCOM Support Services cover the whole lifecycle of your networks. We secure the value of your SKYWAN investment with our comprehensive and integrated approach:



Possible SLA extensions are:

- Roll-out Support Package (for Standard, Comfort and Premium SLA)
- Spare Part Stocking
- Preventive Maintenance
- System Operation Support
- Extended Repair Conditions

ADDITIONAL PACKAGES

• ROLL-OUT SUPPORT PACKAGE

Remote support from ND SATCOM engineers for the network rollout performed by the customer. Could also be extended with on-site support from our experts.

• SPARE PART STOCKING

ND SATCOM will maintain a spare part stock, which will be defined according to the customer's system. This spare part stock can be either customer dedicated or part of a spare part pool.

• SYSTEM OPERATION SUPPORT

This Service Package allows network operators to take advantage on ND SATCOM's experience.

- System optimization
- Application services to help you cope with the specifics of applications used in your market segment (e.g. Air Traffic Control, Maritime, Oil & Gas and others)

• PREVENTIVE MAINTENANCE

This Service Package shall provide system specific preventive maintenance, including extended health checks and performance analysis to maintain proper system operation and/or repair of equipment covered by the Service Contract with assured turn-around times.

• OTHER OPTIONAL SERVICES

- Extended Repair Conditions
- On the spot emergency assistance
- Logistics Services

Moreover ND SATCOM can offer a customized SLA in line with the extent of support required in line with the end customer expectations.

HEADQUARTERS

ND SatCom GmbH
Graf-von-Soden-Strasse
88090 Immenstaad
Germany
PHONE: + 49 7545 939 0
FAX: + 49 7545 939 8780
E-Mail: info@ndsatcom.com

CHINA

ND SatCom (Beijing) Co. Ltd.
PHONE: +86 10 8532 1826

MIDDLE EAST

ND SatCom FZE
PHONE: +971 4886 5012

WEST AFRICA

ND SatCom Senegal
PHONE: +221 77 569 8017