

CustomerCare Global Services

A Lifecycle of Planning, Design, Integration,
and Maintenance Services



A Life Cycle Approach to Solutions

At Vislink Services we are acutely aware that today more than ever, organizations are under pressure to convert infrastructure investments into value at maximum speed. IT and Engineering departments must introduce and scale next-generation systems and technologies which support their company's principle business needs to capture market share and build customer loyalty.

But the challenges and risks of this high-speed environment are as great as the opportunities. Network investments are substantial and few IT and Engineering departments have enough time or staff resources needed to keep pace with all the latest innovations in business networking. Insufficiently planned and designed networks will miss strategic objectives because of misalignment with business goals, inability to scale, or lack of flexibility to absorb change. And slow or failed implementations give competitors an edge, or even—in the face of rapid technology and market change—leave an organization far behind. And of course, it is critical that your systems and network be up and running at all times, and running at peak performance.

Vislink Services CustomerCare Global Services are specifically tailored toward optimizing your overall investment, bringing revenue-generating capabilities online faster for bigger productivity gains, faster rollout of new business models and ventures, greater market reach, and higher levels of customer satisfaction. At the same time, Vislink Services supports operational excellence—to maintain required levels of performance, reliability and availability, to scale and adapt to new business requirements, to reduce operational costs, and to reduce risk exposure.



Concept & Planning

Vislink Services offers a full range of Concept & Planning Services to help you unveil and address the challenges ahead. Starting well before the budget process, our expert consulting service will help assess and identify your challenges and goals in order to transform your thoughts and ideas into a clear, concise and executable plan. Using the most experienced team in the industry, Vislink Services can help to ensure the success of your infrastructure investment planning. Our Concept and Planning Services approach includes:

- Project Feasibility
- Preliminary Concept
- Design Research
- Scope Definition



Design

Our highly experienced design team will evaluate your overall system requirement; assign the appropriate professional staff members, and then strive to create a tailored solution to your specific needs. Whether your requirement is for a multi-hop statewide digital microwave network, fixed ENG central receive sites, or mobile video downlink solutions, Vislink Services has the systems knowledge to get it done, right. Our Design Services approach includes:

- Full Requirement Evaluation
- Tailored Solution Design
- Specification and Recommendation of Correct Technology Solution



In-Factory System Integration

Our team performs complete system integration providing the customer with the following assurance:

- All components of systems are tested together to ensure system performance
- Each system is verified by a Systems Engineer prior to shipment.
- System components are labeled and documented to accommodate easy installation and maintenance



Project Management

An often overlooked but very important part of our Integration Services is our Project Management offering. Our industry professionals will manage your project from start to finish.

- Management of your solution order through the manufacturing process
- Planning and scheduling your installation and integration into your existing systems
- Coordinating with vendors, carriers, van integrators, operators, tower crews, and all associated installation personnel to ensure a smooth installation project

Vislink Services CustomerCare Global Services

Accelerate and Optimize your Investment

Vislink Services CustomerCare Global Services help you make the most of your IT and Engineering investments throughout the lifecycle from the concept to the operational stages optimizing the flexibility, scale, and performance of your network.

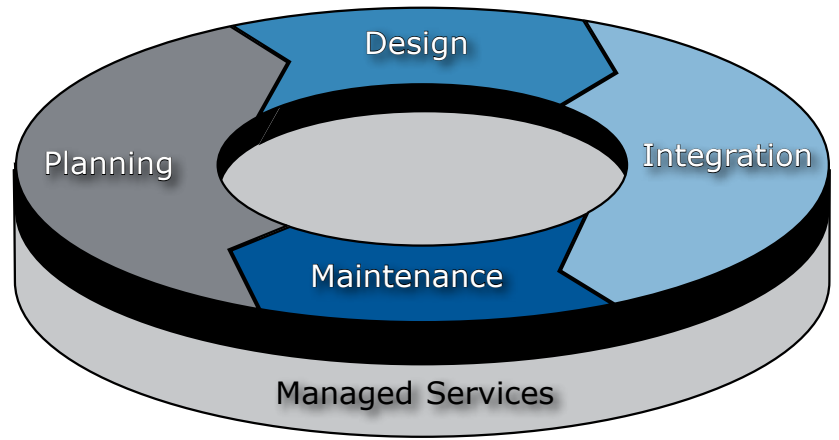
Via a four-stage solutions based approach including Discovery, Diagnosis, Design and Delivery, you can count on Vislink Services expertise for:

Planning Services: Planning assistance to help unveil challenges and set goals in order to accelerate your network's value

Design Services: Design assistance focused on developing the right solution to meet your IT challenges and/or goals

Integration Services: Integration, implementation, and project management services to provide a rapid and confident installation for your high-performance, high-value network

Maintenance Services: Comprehensive and flexible maintenance and operational assistance to keep things running at peak performance and to protect your high-performance business investment



On-Site System Installation

We offer complete on-site installation services as part of the Integration Services offering; from executing the full turnkey system installation to system proof-of-performance because a reliable system is dependent upon the most reliable installation performed by certified and insured personnel.



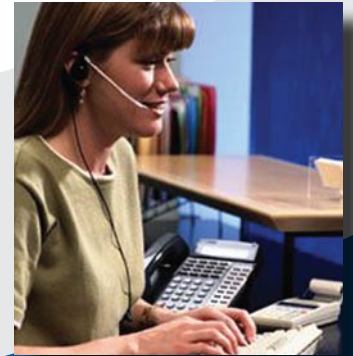
System Commissioning & Performance Verification

System Commissioning and recurring Performance Verification is an important component of our Integration and Maintenance Services offerings and is a cost-effective way to get and keep your system on the air. A field engineer performs an on-site inspection for all the proper installation and assembly of equipment. The field engineer then performs the critical steps of system checkout, performance testing and verification in your real-time environment.



Training

We offer real-world, hands-on systems training, designed to empower customers with the knowledge of the technology and their system. Technical training classes feature a comprehensive product overview, detailed set-up and operating information and, most importantly, a hands-on component, allowing participants to become technically proficient with their system. Training is tailored to the customers' specific needs and includes installation and operation techniques, so your team can get the skills they need to successfully configure and manage your network. Classes can be held in our fully equipped facilities, or at your site using your equipment.



Maintenance Service & Support

Our customer service and technical support representatives provide rapid response 24 hours a day, seven days a week, to solve any problems that may arise. Our technicians provide phone support, on-site troubleshooting, training, and even specialized event support. Our Maintenance and ongoing operational services are designed to protect your high-performance business investment to maintain required levels of performance, reliability and availability, to scale and adapt to new business requirements, to reduce operational costs, and to cut exposure to IT risks. Our Maintenance Services include:

- Responsive Customer Service
- 24-Hour Emergency Call Center
- Technical Phone Support
- On-Site Services
- Training
- Specialized Event Support

Contact Us:

If you are interested in learning more about any of the services outlined in this datasheet, or if you are ready to begin planning your next project, please contact us via the contacts below.

Vislink Services:

E-mail	sales@vislinkservices.com
Phone	800-870-7570 (US Only) +44(0)1494774400 (UK and International)
Web	www.vislinkservices.com

Worldwide

Vislink Services customers are located around the world – but they all have one thing in common. There's no room for error. That's why it's vital that you have access to a team that can help Plan, Design, Integrate and Maintain your system. Not only that, but you need repairs and servicing to happen exactly how and when you expect.

Vislink Services caters to a your needs and budgets, and take care of every stage of your system's life – from pre-implementation planning and design services to integration and implementation, to training, maintenance, upgrades and field repairs. We want to be sure our customers have the most reliable solutions - and the most reliable support.

Available Services

- Complete System Planning and Design
- In-Building Wireless Services
- Distributed Antenna Systems
- Bi-Directional Amplifiers
- In-Factory System Integration
- On-Site System Installation
- System Commissioning & Performance Verification
- Training
- Maintenance and Operational Services

Delivered by Proven Performers

- Industry professionals with years of service and integration experience
- From design conception to system commissioning providing an end-to-end solution
- Providing specific custom services, or can manage your complete turnkey project
- Backed by the extensive staff with a forty year history in the industry

Vislink Services specializes in the design and installation of IT communications, video and data microwave communications, electronic news-gathering, airborne law enforcement, cellular and PCS, satellite, video surveillance, fiber optics and site control systems.

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