

# Catalogue of Services

Professional Customer Services

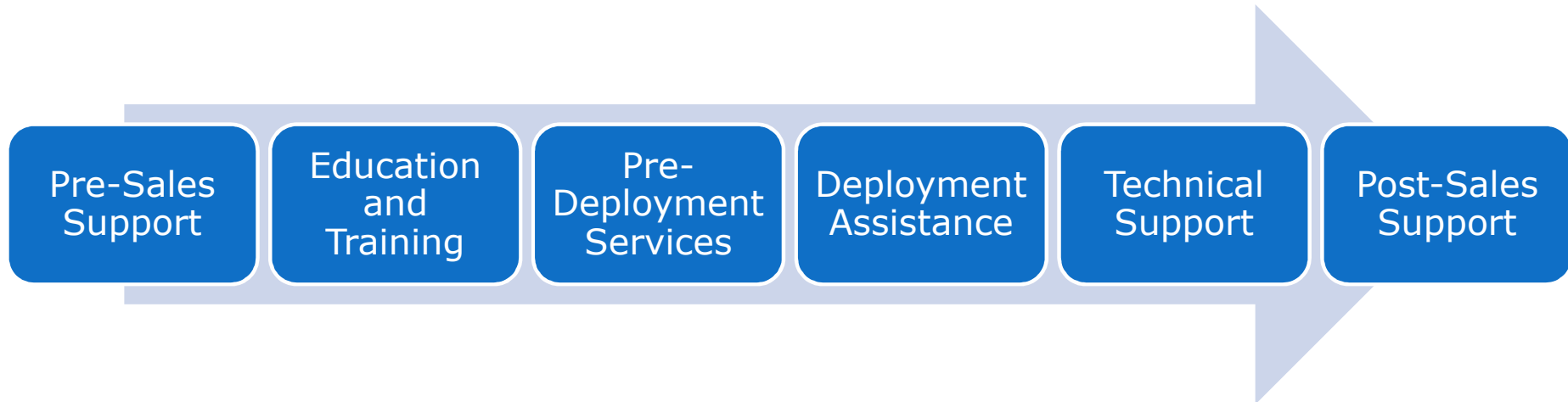


The world is going  
**Wireless**

The world is going  
**Broadband**

- Albentia Systems expertise guides our customers through their whole network process:
  - Pre-deployment consulting
  - Network planning, design and dimensioning
  - Hardware and Software services, including specific customer developments upon request
  - Technical support and assistance
  - Post-sales support and customer care
- Additionally, advanced education and training services are available, including customized on-demand Training plans on technological topics
- Albentia Systems services are available under Support Plans frame, or upon specific demand basis

- Dedicated professionals, experts on the complete process



- Rich human group of engineers, technicians and project managers with a strong and experienced background
- Deep knowledge of all the technologies involved
- With the guarantee of a leading equipment supplier

# Services Product Catalogue

## Product Overview

### Technical Support

- Support Services
- Support Plans

### Software Services

- SW updates and upgrades
- SW developments

### Hardware Services

- Equipment Repair
- HW developments

### Professional Education and Training Services

- Hands-on Product Training
- Technology Education

### Customer Pre- Deployment Services

- Network Design and Dimensioning
- System Engineering

Technical Support

Software Services

Hardware Services

Professional Education  
and Training Services

Customer Pre-  
Deployment Services

### Technical Support Services

- ✓ Helpdesk/Customer Service Center
- ✓ RMA management
- ✓ Online web support services
- ✓ L2&L3 maintenance



### Support Plans

- ✓ Basic Support Plan (BSP)
- ✓ Advanced Support Plan (ASP)

### Optional Services (available under ASP umbrella)

- ✓ On-site interventions
- ✓ External stock&spare management
- ✓ L2&L3 on-demand services

Technical Support

Software Services

Hardware Services

Professional Education  
and Training Services

Customer Pre-  
Deployment Services

### Software/Firmware Updates

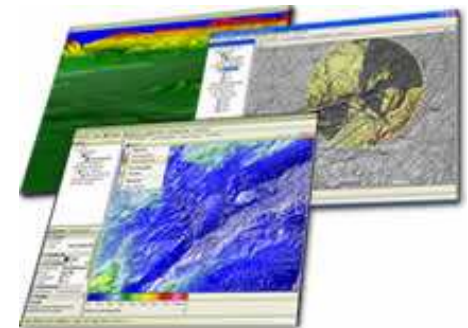
- ✓ Maintenance and support releases

### Software/Firmware Upgrades

- ✓ Major release upgrades
- ✓ Network upgrade support

### Software developments

- ✓ On-demand development
- ✓ Customized releases
- ✓ Specific features



Technical Support

Software Services

Hardware Services

Professional Education  
and Training Services

Customer Pre-  
Deployment Services

### Solutions for equipment failure

- ✓ Repair and return
- ✓ Replace and return

### Warranty plans

- ✓ Warranty upgrades
- ✓ Warranty extensions

### Hardware developments

- ✓ On-demand development
- ✓ Customized HW adaptations
- ✓ Product development planning



Technical Support

Software Services

Hardware Services

Professional Education  
and Training Services

Customer Pre-  
Deployment Services

### Technical education

- ✓ Relevant technologies
- ✓ Advanced WiMAX knowledge
- ✓ IP, Networking, WiMAX, Wifi, etc...

### Trainings on Albentia products

- ✓ Hands-on trainings
- ✓ System integration
- ✓ Advanced usage and configuration

### Professional Trainings

- ✓ Radio Network Planning
- ✓ Installation&Commissioning
- ✓ Network design and architecture
- ✓ On-demand Training plans

Technical Support

Software Services

Hardware Services

Professional Education  
and Training Services

Customer Pre-  
Deployment Services

### Network Design

- ✓ Radio Design
- ✓ Architecture Design
- ✓ Network Dimensioning
- ✓ Systems Integration

### Commercial Services

- ✓ Business Plans support
- ✓ Business Models
- ✓ Economic Viability

### Operational Services

- ✓ Site survey
- ✓ Certificate of installation
- ✓ Commissioning



[www.alberta.com](http://www.alberta.com)