

SERVICES & SUPPORT SOLUTIONS

Advance Your Business Growth

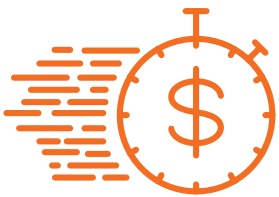
PRODUCT SHEET

NOVELSAT offers a wide range of services and support solutions for your NOVELSAT products and solutions, to help you achieve your business and service objectives. Our fully-fledged, flexible services are designed to ensure the highest levels of performance and reliability for your network, whilst keeping pace with change – both technologically and operationally – throughout the service life. Meeting the needs and budgets of every organization, our offers include everything from one-off implementations to contracts with service level agreements that run from one year to many.

OUR EXPERTS – RISING TO YOUR CHALLENGE

Through our seasoned service team and exemplary engineering skills base, we ensure our customer's get the support they need and deserve. Our customer service professionals are joined by a common purpose of keeping our customers on task and at the heart of what we do.

NOVELSAT customer service team provides unparalleled expertise and dedicated in-service support for a wide range of networks and applications, encompassing both new and legacy systems. Our comprehensive approach ensures value-for-money specialist support is provided across multiple technologies, whenever and wherever you need it.



**Accelerate your
Time to Value**



**Ensure your
Peace of Mind**



**Increase your
Operational Efficiency**



**Enhance your
Service QoE**

PROFESSIONAL SERVICES TO ADVANCE YOUR BUSINESS GROWTH

WIDE RANGE OF KNOWLEDGE, TOOLS AND PRACTICES

NOVELSAT professional services are designed to help your organization make the most of NOVELSAT's products and solutions, so you can accelerate your time to value. Offering broad expertise, deep knowledge, and extensive experience, NOVELSAT team of experts help you adopt the technology and processes to effectively plan, build, run and manage your network.



PROJECT MANAGEMENT

NOVELSAT Project Management Services help you to set up your network in a timely and cost-effective manner. Overseeing and managing all project aspects – from network design, through network implementation and acceptance testing, to network operation and services rollout – our project management team ensures network milestones and service KPIs are met.



TRAINING

NOVELSAT Training Services equips you with the knowledge and skills you need every step of your project journey. Offering both classroom and hands-on sessions, online or onsite, our training programs are designed to grow your skills and validate your ability to leverage all the opportunities made possible by your NOVELSAT solutions.



TECHNICAL SUPPORT

NOVELSAT skilled technical staff provides ongoing support to help you address infrastructure, service, or operational challenges – from accelerating network deployment and service rollout to minimizing network issues and maximizing service availability. Our technical support is available around the clock to ensure you have access to our industry-leading expertise and years of experience whenever you need it.



**Project
Management**



**Technical
Expertise**



**System
Setup**



**Learning
& Training**



**Global Presence,
Local Reach**

SERVICE PACKAGES TO ENSURE YOUR PEACE OF MIND

COMPREHENSIVE MAINTENANCE AND SUPPORT OFFERING

NOVELSAT Service Packages provide you with the services you need to keep your network running smoothly. NOVELSAT offers three tiers of support: Factory, Silver and Gold. Choose the option that works best for your organization and speed access to the resources and support you need.

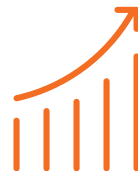
SUPPORT PACKAGES

	GOLD	SILVER	FACTORY
Coverage Hours	24*7	Monday – Friday Business Hours	Monday – Friday Business Hours
Response Time	Up to 4 Business Hours	Up to 1 Business Day	Up to 3 Business Days
Discounted Features Upgrade	15% Discount on Any Feature Upgrade	10% Discount on Any Feature Upgrade	N/A
Configuration Support	Included	Included	Not Included
New Software Releases	Included	Included	Not Included
RMA Plan	Advanced RMA	RMA Plan	Warranty

END-TO-END SUPPORT



Support Center



Life Span Extension



System Updates



Advanced Replacement

All registered trademarks are the property of their respective companies. This brochure is being provided for informational purposes only. The details contained in this document, including product and feature specifications, are subject to change without notice and shall not bind NOVELSAT to a specific product or set of features related thereto. DVB is a registered trademark of the DVB Project.

For more information visit www.novelsat.com

