



RADcare

Professional Services

RADcare Global Professional Services

- Pre-Sales Consulting
- Technical Support
- International Training
- Project Management



data communications



RADcare Global Professional Services

Peace of Mind, Where and When You Need It.

Introducing RADcare Global Professional Services

No business or organization can afford downtime in their communications network. Rapid resolution of network problems is a top priority everywhere. The best way to avoid interruption of critical business processes is to plan the network for optimal operating efficiency and deploy communications equipment to guarantee high availability.

Occasionally, even the best designed network can experience problems. That's why you require a resource which can resolve the issue as quickly as possible to maintain business continuity. But technical support is not only about fixing what's broken. Real-time service guidance is invaluable during planned upgrades or service configuration changes (which normally take place outside of normal business hours).

RADcare Global Professional Services is RAD's new comprehensive package of service, support and training options. United under the popular RADcare brand name, RAD's revamped Global Professional Services program provides you with expert consulting and troubleshooting assistance, online tools, regular training programs, and

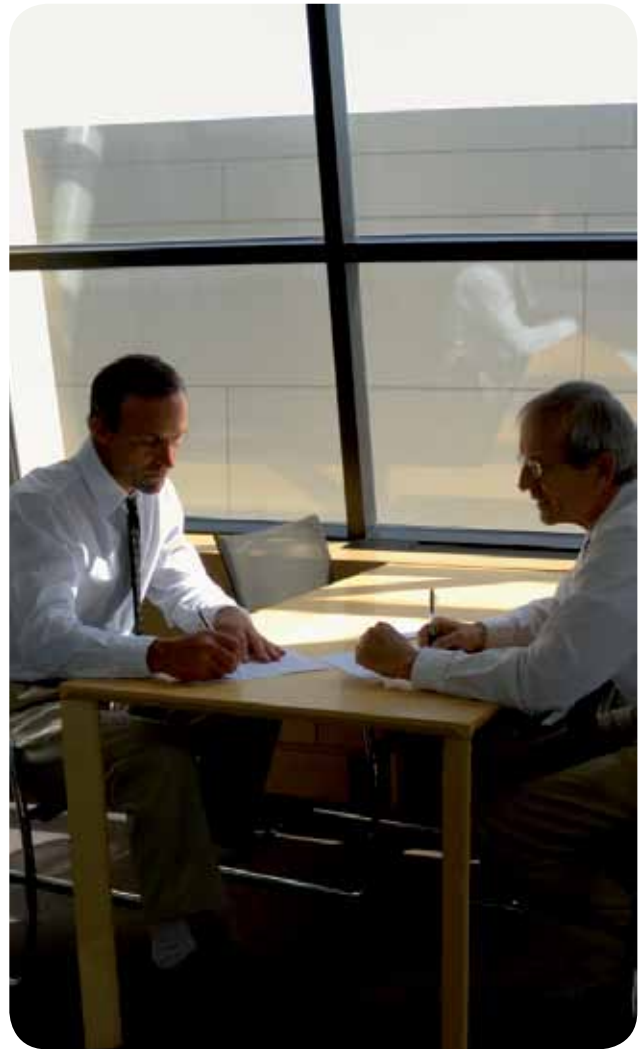
various equipment coverage options. All of these vital services are available from authorized RAD Partners backed by a highly dedicated and professional team of regional support associates at internationally located TACs (Technical Assistance Centers), together with pre-sales engineers, project management staff, and international training professionals. By subscribing to one or all of the RADcare Global Professional service elements, you increase your ability to profit from RAD's formidable wealth of industry expertise and international experience.

When the Warranty Expires

RAD's products are built to last and RAD's warranty program offers basic hardware and software protection for a limited period of time. With any of the RADcare contract-based service programs, however, you are also ensured immediate access to RAD's broad-based product and system knowledge plus the option to receive spare parts when and where you need them. In addition, you are covered for service issues arising from upgrades and changes of service plans during your planned maintenance windows.

RAD's Global Professional Services program provides you with expert consulting and troubleshooting assistance, online tools, regular training programs, and various equipment coverage options.





Whether identifying a market or client opportunity or evaluating a current customer's network expansion options, authorized RAD Partners and their customers can consult with RAD's Pre-Sales Engineering team to benefit from their vast knowledge of current technology and hands-on experience with global market requirements. The consulting service is offered free-of-charge as part of the basic and contracted service programs*. Technical support for customer demonstrations and Proof of Concept are available free-of-charge for up to three months for holders of the basic package, and for the life of the service package for holders of renewable contract-based services.

*Onsite support is not included.

Program Features

- **Solution consultation and planning**
- **Demonstration and Proof of Concept (POC)**
- **Bill of materials (BOM)**
- **Tenders and quotations**



Follow-the-Sun Service Model

In an age of increasing product commoditization, every part of the service chain offers value: Whether providing OpEx-saving network planning and design to quick device installation and fast turn-up of services, to comprehensive system training and swift resolution of service issues. For this reason, RAD has invested heavily in developing the service mechanisms, training tools and support know-how our partners and their customers require, wherever and whenever they need them.

With four global locations – APAC, EMEA and the Americas – and a central monitoring staff at headquarters, the sun never sets on the RADcare service team. To ensure optimal customer satisfaction, all RADcare interactions are supervised from a central monitoring post at RAD headquarters.

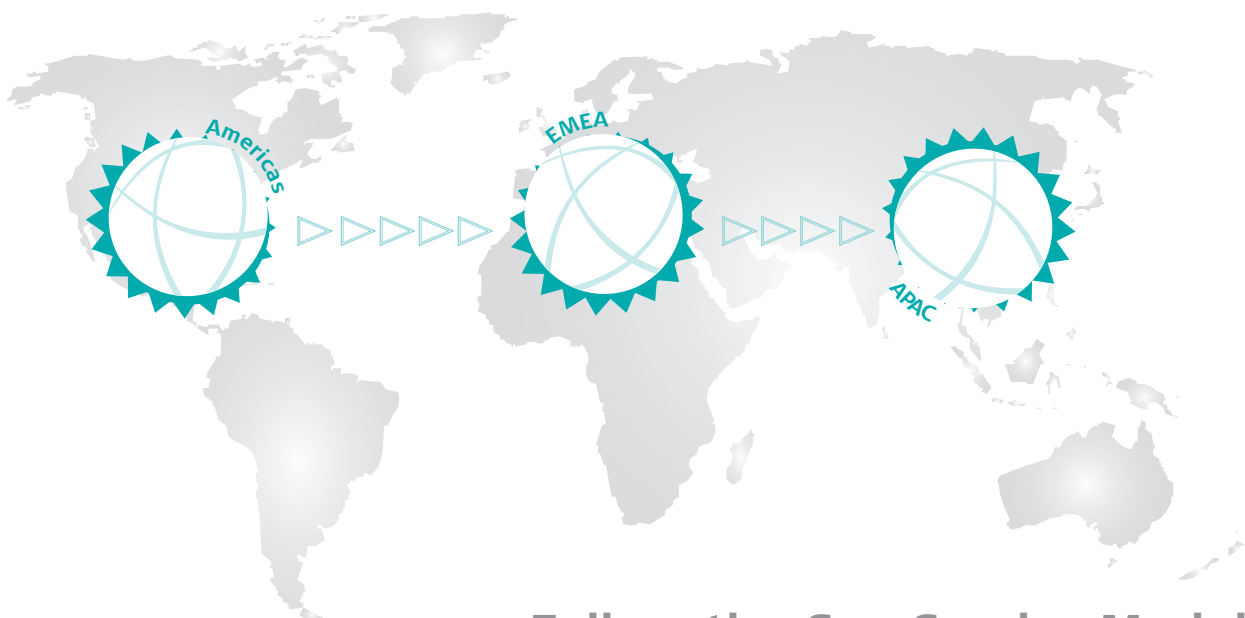
A rules-based system with automatic escalation to a global escalation team guarantees that every trouble ticket gets the attention it mandates, while all tickets – both regional and at headquarters – are kept in the same central CRM database for follow up and cross referencing purposes.

RAD's Partners are encouraged to bundle the enhanced RADcare service packages described on the next page with their own in-house service and support initiatives. Service options include pre-sales support and download access from the RAD database, as well as five levels of tiered service options, backed by trained staff at four global locations, conveniently manned according to local operating hours.

eSupport System

This simple, user-friendly operation is comprised of a Technical Information Center (TIC) and Technical Assistance Center (TAC), which offer the following tools and services to RAD Partners who hold active RADcare accounts for their customers:

- **Software downloads**
- **Frequently asked questions (FAQs)**
- **Technical updates**
- **Trouble-ticket entry and tracking**



Follow-the-Sun Service Model

Service Packages

Basic services (no charge)

Software Warranty	Hardware Warranty	FAQ Database	Basic Phone Support**	Pre-Sales Consulting
Fixed period*	Fixed period*	✓	✓	✓

* Standard hardware and software warranty extensions may be renewed on an annual basis for a fee following the initial warranty period.

** Basic phone support during business hours includes answers to general inquiries as well as product and NMS basic operation verification.

Renewable Contract-Based Services

	Software Warranty	Hardware Warranty	FAQ Database	Enhanced Phone Support (Local Business Hours)	24 x 7 Phone Support	NBD Shipment of Spares	On-Site Spares (RAD Owned)
● RADcare Basic Plus	✓	✓	✓	✓			
● RADcare Extended	✓	✓	✓	✓	✓		
● RADcare Advanced	✓	✓	✓	✓	✓	✓	
● RADcare Premium	✓	✓	✓	✓	✓	✓	✓

Network Management System

	Software Warranty*	FAQ Database	Phone Support (Local Business Hours)	24 x 7 Phone Support
Basic Plus RADview	✓	✓	✓	
Extended RADview	✓	✓	✓	✓

*NMS is provided with a software warranty for a fixed period from the shipping date. An option to renew or extend the warranty is available only under RADcare.

● Basic Service

Basic Service covers initial warranties for hardware and software for a fixed time period after shipment. The initial hardware warranty applies to repair of faulty RAD equipment (excluding RADview) while the initial software warranty includes new software versions and access to maintenance versions that include bug fixes for all RAD equipment. Basic telephone support includes answers to general inquiries as well as product and NMS basic operation verification.

In-depth technical support is only provided under one of the RADcare packages.

Basic Service Extensions

- Under the Basic service package, customers may purchase an extension of the initial hardware warranty covering equipment repairs for a limited period in accordance with the warranty agreement and per RAD's RMA guidelines.
- Software warranty extensions are available, entitling the customer to have access to new software versions, containing new features and performance improvements, as well as bug fixes.

● RADcare Basic Plus

RADcare Basic Plus is RAD's entry level package for full service coverage. Depending on the region – APAC, EMEA, the Americas – technical support may be offered in Chinese (Mandarin and Cantonese), Spanish and/or English. The following items are covered:

- In-depth technical assistance from Monday - Friday 9:00 AM to 5:00 PM local time (excluding public holidays at the regional support center office)
- Access to eSupport for software downloads and FAQs
- Parts repaired at no additional charge in compliance with RAD's standard hardware warranty policy (relevant to hardware products only)
- Priority handling of all service calls with escalation management

● RADcare Extended

The next level up, this package includes all RADcare Basic Plus features as well as:

- Dedicated call center for all priority Global Professional Services calls regarding nonfunctioning or faulty RAD products **24 hours a day/7 days a week**

● RADcare Advanced

The RADcare Advanced package includes all RADcare Extended services plus spares are dispatched from RAD company headquarters, within the next business day (NBD).

● RADcare Premium

This top-of-the-line service policy encompasses all RADcare Advanced service items as well as **on-site spares for automatic replenishment of parts**. RAD-owned spare parts are housed at the customer site for use upon authorization by RAD. Spare parts are calculated per one logistical center. A 3% spare ratio is applied. To qualify, the project must include a minimum purchase of three identical units per spare item.

Remote Configuration

With RAD's remote Configuration Service, an experienced RAD engineer can set up and configure your RAD equipment through a secure Internet connection while you watch. (This service involves an additional charge.)





Training is a key part of the investment that you are making to ensure that your network operates as specified and when things go wrong they are fixed speedily. RAD employs the latest thinking on blended learning, amalgamating different training tools and performing training needs analysis, enabling us to design a training solution that meets your needs. RAD training ensures that your engineers gain the maximum benefit from the RAD solution you have implemented; your engineers will gain configuration and

maintenance skills and will be confident in their handling of your network. For the RAD Partner we offer a complete range of services too, including seminars, "Train the Trainer" programs, courses in design fundamentals, and regular Web-based training (WBT) and updates. With this training experience, you are in good hands with a RAD Partner.

Regional Pre-Sales and Technical Seminars

RAD's regional Pre-Sales and technical seminars are an open opportunity for Partners and their end users to gain hands-on experience with RAD products closer to their base of operations. RAD seminars are professionally organized, technically challenging and fun! Each seminar location is chosen to meet our strict criteria and invitations are sent via the local RAD Partners, while an invitation banner on the RAD Web site provides an additional route to these events.

Regional technical seminars combine the use of real products with experienced RAD technical support staff from RAD headquarters. Everyone gets a chance to learn hands-on skills in applications relevant to their region. The seminars are three- or four-day events, allowing you to really get to grips with the technology and solutions.

RAD also provides sales training to Partner Sales Managers. Write to training@RAD.com for more details.

WBT – Web-Based Training

Web-based training has a long history at RAD. This nearly carbon neutral form of training (no travel, no product shipping) has been in regular use at RAD since 2002. RAD Partners are invited to weekly update WBT classes, covering everything from product updates to latest technologies. Building on our years of experience, we have enabled RAD Partners to offer specific WBT training to RAD end users by RAD headquarter trainers. This "WBT on-demand" provides training at your site, without the overhead of travel costs.

During these live sessions, the participants are encouraged to ask questions and to ask for clarifications. Answers are given in real time and this ensures that the training meets the needs of the end user. Following the training, recordings of all sessions are available, allowing revision and review of the material at any time.

Training-on-Demand

RAD is committed to the success of every installation and one of the main ingredients for success is the transfer of knowledge to the user.

RAD authorizes Partners as trainers conforming to the same levels of expertise. This authorization gives our highly trained Partners access to a wide variety of support tools from head office. In addition, RAD offers direct training to end users, arranged via RAD Partners, on-site or at RAD headquarters. Our trainer's expertise will ensure that the implementation of this RAD solution will be as smooth as possible.

In addition to classroom training (either on-site or at a RAD office), we also offer training via WBT (our Web-based training system). This allows focus on the heart of the network, while giving access to RAD expertise at lower cost for specialist knowledge. RAD University provides background material for our training offerings.

RAD Certification

RAD certification proclaims the standard that your staff members have reached in RAD technology. RAD certificates are awarded to RAD Partners (showing their expertise and their commitment to RAD) and to end users. Certified RAD Technical Experts – the recognition awarded to successful RAD Partner participants in the International Technical Seminar (the prime technical training seminar for all RAD Partners) – have gained the know-how to successfully handle many of your customers' queries, improving their satisfaction and getting their equipment working as fast as possible. RAD Authorized Technical Trainer is the certification given to those RAD Partner engineers who have achieved high levels both in RAD technical knowledge and in training skills, earning them direct access to RAD training materials.

End users that complete RAD training programs are awarded the RAD Application Expert certificate if they have completed the optional exam.



RAD University

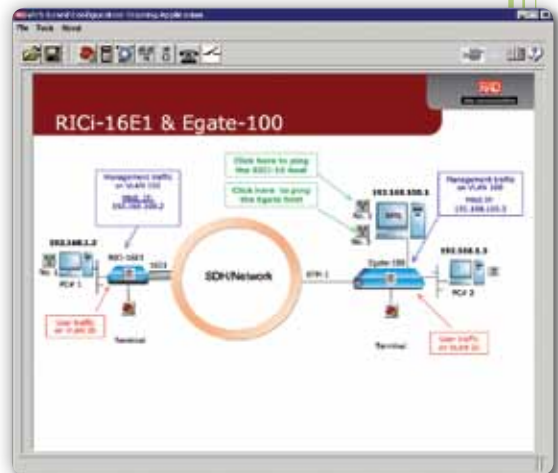
A key resource on the RAD Web site, RAD University contains tutorials, video guides, audio presentations, and technology backgrounders on telecommunications, data communications and computer networking.

The tutorials that can be reached from the RAD University page include student projects and "The Dean's" own tutorials. The video guides, audio presentations and technology backgrounders are prepared in-house at RAD and include material on different transport environments and technologies. With access to these free materials, RAD's end users are well placed to understand the fundamental principles that lie behind the technology designed into the RAD solution.

eLAB - On-Line Self-Directed Hands-on Product Knowledge

The eLAB online training system is designed to bring training to you without the overhead of shipping equipment. At company headquarters, we've built several applications, and by prior arrangement with RAD, you can use this facility in order to learn how to configure a complete RAD network from a remote location. Unlike other training methods, this is not a simulation.

You configure real equipment. This ensures that the training experience is as close as possible to the real world. This unique experience includes the ability to run tests, including BERT, voice and ping, with no need for external equipment. eLAB is available to RAD Partners and via RAD Partners to end users.





RADcare

Project Management

Proactive project management by RAD's PMI-certified professional project management staff ensures that your project will have a timely and smooth implementation from the planning stage through project completion.

Once you've decided to purchase RAD products, RAD's project management program can help you maximize the value of your capital investment all along the project life cycle.

RADcare Project Management Service

On receipt of your services order, a project manager is assigned to coordinate all project activities within RAD and to serve as a single point of contact for you to promptly handle and resolve questions and issues that might arise. Moreover, the project manager is trained to use advanced risk management techniques to identify and avoid potential conflicts and issues before they become problems. Project managers conduct periodic meetings with all the project teams to ensure seamless communications throughout the life of the project. In addition to following up on all action items and issuing regular progress reports, the project manager defines test procedures and manages your specific project configuration and documentation.

Acceptance Testing

Rely on RAD! We can produce a full acceptance test procedure, covering factory and application acceptance, ensuring that the products meet your application needs so that your entire network can be certified before sign-off.

Staging

Holding your own stock during a phased installation can prove to be expensive and inefficient. RAD can help by providing staging and pre-configuration services that can ensure that the expected equipment reaches the right site on schedule, fully configured and tested for smooth installation per specific site needs. The staging service includes a complete documentation pack for each site.

Site Engineering Service

This encompasses system configuration review, site consultation, detailed installation specification, equipment inventory lists, and site boilerplate generation for smooth error-free deployment.

Customized Documentation

Most large end users have specific tasks allocated to specific teams. Where these tasks are a small subset of the functionality offered by the equipment, and the team involved needs to know only a specific range of commands, RAD produces team-specific instruction lists, allowing for fast run-up of the required knowledge and avoiding the waste of resources caused by needlessly forcing engineers to wade through detailed user-manuals. This optional service can include design and production of "short-form" manuals, a boon to the technician in the field.

On-Site Services

Many organizations are looking to outsource their ITC activities to cut costs and better focus on their main line of business. RAD offers a range of on-site services that take the risk out of outsourcing network set-up and management – and enable you to realize your budgetary objectives. Although most are pre-packaged for your convenience, RAD is flexible enough to tailor a proposal to cover your specific requirements. To aid in your outsourcing decision.

Site Survey

Following the decision to implement a new network or to upgrade an existing infrastructure, a site survey is required to ensure that the infrastructure meets the requirements of the new network. A site survey starts from the basics and fully documents the installation requirements for your system. Fully documented, your system becomes easier to maintain and future changes are simpler to implement.



Installation

Encompassing site inventory planning, installation, build, and site documentation, professional installation avoids commissioning problems, and in the case of future network growth, provides a standard framework that all new equipment can fit into.



Commissioning

RAD's experience in commissioning networks brings you the peace of mind that all ITC managers are looking for. From the design of the commissioning procedure through to complete implementation, customized testing and acceptance, the RAD commissioning experience will ensure smooth take-up of your network.



NMS Installation and Administration

NMS (network management system) installation is a highly complex task, as the management software must interface with every other element in the network. With the wide variety of options open to the end user, RAD is happy to offer this service, performed either on-site or remotely. On-site NMS set-up can be combined with on-site training (see below), ensuring that the local engineers are able to start using the system from day one. In addition, RAD can offer to administer the newly installed network, registering all the network elements. RAD's expertise can help you to correctly interface your NMS to higher and parallel management systems.



On-Site Training

With many years of experience behind us, we at RAD are confident that you will enjoy learning from the experts. Supplying training on-site cuts the costs of starting the network and shortens the learning curve. Following training on dedicated training equipment, we'll move you to the real network safely and securely.



Timely and smooth
implementation from
the planning stage
through project
completion...



Regional Offices

Far East

RAD Far East Ltd.
Suite A, 26/F, One Capital Place
18 Luard Rd., Wanchai
Hong Kong, China
Tel: 852-25270101
Fax: 852-25284761
email: market@radfe.com.hk

Latin America

RAD América Latina S.A.
Gorostiaga 1664 1° A Floor
1426 Buenos Aires, Argentina
Tel: 54-11-4779-1117
Fax: 54-11-4771-0460
email: info@radal.com.ar
www.rad-espanol.com

Oceania

RAD Data Australia Pty Ltd.
Level 7, Suite 2, 100 Walker Street
North Sydney NSW 2060, Australia
Tel: 61-2-9922 7581
Fax: 61-2-9954 0577
email: info@raddata.com.au
www.raddata.com.au

Local Offices

Brazil

RAD do Brasil Ltda.
Edifício Diamond Tower
Rua Maestro Cardim, 1.191, Floor 13
Cj. 135 CEP 01323-001, São Paulo, SP
Brazil
Tel: 55-11-3171-2940
Fax: 55-11-3253-7754
email: rad_brasil@radbr.com.br
www.radbr.com.br

China

RAD China
Suite 801, Global Trade Center
36 Beisanhuan Donglu
Dongcheng District
Beijing 100013, China
Tel: 86-10-5825 7665
Fax: 86-10-5825 7795
email: info@raddata.com.cn
www.raddata.com.cn

France

RAD France
Vecteur Sud - Bat A
1er étage
70-86, Avenue de la République
92320 Chatillon, France
Tel: 33-1-41 17 41 80
Fax: 33-1-41 17 41 81
email: rad.info@rad-france.fr
www.rad-france.fr

Germany

RAD Data Communications GmbH
Otto-Hahn-Str. 28-30
85521 Ottobrunn-Riemerling
Germany
Tel: 49-89-665927-0
Fax: 49-89-665927-77
email: info@rad-data.de
www.rad-data.de

India

RAD Data Communications Pvt. Ltd.
407, Madhava, Plot No. C-4, E-Block
Bandra-Kurla Complex
Bandra (East) Mumbai 400 051
India
Tel: 91-22-65-200200
Fax: 91-22-30-683687
email: radindia@rad.com
www.radindia.in

Japan

RAD Japan K.K.
Bureau Toranomon 10F
2-7-16 Toranomon, Minato-ku
Tokyo, Japan
Tel: 81-3-5251 3651
Fax: 81-3-5251 3652
email: japan-rad@raddata.co.jp
www.raddata.co.jp

Russia

RAD Data Communications Ltd.
10, B. Tulskeya St., Building 9
Floor 7, Office 9705
Moscow, 115191, Russia
Tel: 7-495-231-1239
Fax: 7-495-231-1097
email: info_russia@rad.ru
www.rad.ru

United Kingdom

RAD Data Communications Ltd. (UK)
PO Box 318
Romsey, SO51 1AS
England
Tel: 44-1794-514220
email: info@raddata.co.uk
www.raddata.co.uk

International Headquarters

RAD Data Communications Ltd.
24 Raoul Wallenberg Street
Tel Aviv 69719, Israel
Tel: 972-3-6458181
Fax: 972-3-7604732
email: market@rad.com
www.rad.com

North America Headquarters

RAD Data Communications, Inc.
900 Corporate Drive
Mahwah, NJ 07430, USA
Tel: 1-201-529-1100
Toll free: 1-800-444-7234
Fax: 1-201-529-5777
email: market@radusa.com
www.radusa.com



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