RADcare
Global Services

RAD

Your Network's Edge

Peace of Mind, Where and When You Need It

RAD's Service Assured Access (SAA) and Service Assured Networking (SAN) solutions are all about enabling service providers and network operators to deliver the best possible service experience and seamlessly migrate to next-generation networks – all while increasing operational efficiency and reducing TCO.

Complementing these offerings are RADcare Global Services, a great resource developed specifically to help our customers receive the full benefits of our solutions with real-time service guidance, planning and preventive maintenance.

RADcare Global Services provide expert consulting and troubleshooting assistance, online tools, regular training programs, and various equipment coverage options – all designed to enable seamless installations and faster service rollouts. Moreover, our RADcare programs help service providers to meet their SLAs and avoid penalties while private network operators can rely on full support for their mission-critical applications.

These vital services are available from authorized RAD Partners and backed by a highly dedicated and professional team of regional technical assistance centers, together with project management staff and international training professionals.

RADcare Global Services

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RADcare Professional Services

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- Project assurance
- Guidance throughout design and rollout
- High and low level network design
- Support service migration and network upgrades
- On-site services

RADcare Technical Support

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- Strict SLA commitments on response, service restore and resolution times
- Priority handling and escalation procedures
- 24 x 7 support
- Web portal (eSupport) for software updates and upgrades

RADcare Training

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- Regional sales, pre-sales and technical seminars
- Training-on-demand
- Telecom technology courses
- RAD certification

RADcare Project Management

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- Single point of contact
- Project coordination
- Periodic meetings and progress reports
- Project-specific documentation
- Preventive maintenance

RADcare Service Packages

RAD and its partners have coordinated resources in order to better support our customers worldwide and ensure they get the full value of our SAA and SAN solutions. RADcare service packages cover such issues as hardware and software warranties, phone support, next-business-day (NBD) spare parts shipment, and on-site spares inventory. All RADcare service packages are provided with strict SLAs to ensure fast resolution.

RADcare service packages offer three levels of tiered service plans:

Package	BasicPlus	Extended	Premium
Maintenance Releases	✓	✓	✓
New Features			✓
Local Business Hours Support	✓		
24 x 7 Support		✓	✓
HW Repair	✓	✓	✓

Partner Benefits

- Move to the head of the queue with priority handling by RAD support centers and round-the-clock access to RAD's experts

- Strict service level agreements (SLAs): Receive response, restore service and resolve issues within a known and guaranteed time frame

- Free access to eSupport, including regular software updates and patches, online/remote configuration assistance and RAD's FAQ knowledge base

Customer Benefits

- Ensure optimal quality of experience for your customers by maintaining a high quality network

- Meet your SLAs and avoid penalties by minimizing service outages and enabling fast recovery

- Shorten time to market (TTM): Rely on RADcare to support your operations so you can turn up new services faster

- Plan ahead to limit your spending on support and eliminate hardware repair costs related to old equipment

RADcare Professional Services

RADcare Professional Services encompass all relevant aspects of the pre-installation design and rollout stages to get the new network up and running as quickly and as seamlessly as possible while providing additional vital benefits:

- Peace of mind – critical projects receive full support to ensure fast and smooth deployments and enable seamless installations and faster service rollouts, resulting in satisfied customers
- Take advantage of RAD's experience and thorough understanding of its products and your application environment
- Allow your technician to learn first-hand how to ensure optimal operation of the network and service

RADcare Professional Services include the following valuable elements:

Planning • Staging • Site Survey • Equipment Installation • Acceptance Testing and Commissioning • Resident Engineer

RADcare Project Assurance Service

Complex solutions installed in mission-critical environments typically involve precise planning, testing, launching, and ongoing support – and therefore require hands-on assistance by RAD's solution specialists in the early stages of the project life cycle.

Enjoy full Project Assurance led by certified RAD engineers committed to your project's success from start to finish. RAD offers different Project Assurance packages which include:

- High level design (HLD): Thorough review of the physical topology, required hardware and software, and network management
- Low level design (LLD): A definitive reference for system and network implementation, including detailed configuration instructions for devices, network management system and interfaces
- Configuration and testing performed by RAD expert(s) to ensure ideal turn-up
- Full documentation of your system's installation requirements for easier maintenance and future changes
- Commissioning design and execution so that the entire network can be certified before sign-off

RADcare Project Management

RAD's professional Project Management staff ensures that your project will have a timely and smooth implementation from the planning stage through completion. A single point of contact coordinates all project activities within RAD and employs advanced risk management techniques to identify and avoid potential conflicts before they become problems.

- A single point of contact (Project Manager) within RAD supervises all logistical, technical and commercial aspects of the implementation of all network solutions under your contract

- Conducts periodic status meetings to identify and avoid potential conflicts and issues before they become a problem

- Defines test procedures and documentation, issues regular progress reports and manages all aspects of your specific configuration

RADcare Training Center

RAD's training programs are designed to keep your team up to date with the latest RAD solutions. RAD training ensures that your engineers gain the maximum benefit from the RAD solution you have implemented.

- Technical seminars, web-based training and project-based training: A variety of on-site and remote interactive training options to ensure your engineers master your RAD equipment

- Taught by RAD's expert engineers, course materials include a carefully balanced mix of lecture, demonstration and hands-on experience

- Topics include theory, configuration and troubleshooting, and can be designed around your choice of products and applications

- RAD Authorized Technical Trainer (ATT): Certification of skilled engineers as RAD approved trainers, entitling them to deliver courses on RAD equipment

For pricing information and detailed service offerings,
please contact your authorized RAD Partner or: support@rad.com

www.rad.com

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