



Global Professional Services

The easiest part about selecting the right vendor for your network is to compare product features and price tags. The hardest part is to judge those intangibles that don't show up on a scorecard or checklist, such as the determination of a service representative to see a problem through to its swift resolution or the help of a training specialist in shortening system turn-up time for your new network devices.

The same care and effort that RAD takes in developing and manufacturing products is also applied to making sure that you, our customers and partners, will be completely satisfied with your decision to rely on RAD from the moment you make it and for many repeat opportunities afterwards. To reinforce this claim, we offer you access to all the necessary training tools and support mechanisms. This helps you speed your time to deployment or minimize service disruptions so that you maintain your competitive edge.

Service and support

The nexus of RAD's support and service program is its network of more than 250 certified RAD partners in more than 100 countries. These highly trained professionals are the first line of contact for all inquiries about installing, configuring and operating RAD products. They are backed by a staff of RAD technical experts and system service engineers at headquarters and in field offices on five continents.

RADcare customer support packages

RAD offers its International and North American customers a series of flexible interactive support and warranty packages tailored to every budget and situation. These encompass:

- Software downloads and parts replacement shipments
- Priority handling and escalation procedures
- On-site support and spares
- Access to eSupport system

International training

RAD's training programs are designed to keep your engineers and managers up-to-date with the knowledge needed to operate products reliably and efficiently and ensure that your key people get the information they need to perform better.

RAD's diverse training operation serves end users as well as partners, encompassing technical seminars, frontal training, Web-based training, and self-learning offerings.

Project management

So you've decided to install a complete network, either replacing your existing system or starting from new. This is where the RAD Project Management Department can make the difference. By coordinating activities, defining test procedures and managing the documentation, RAD project management ensures that service take-up is smooth and surprise-free.

RAD's optional project management service offers a single point of contact for the end user, with all the benefits that this implies: fast response to queries, coordination of available resources, access to specialized development, and complete documentation services. For the larger networks, project management provides the professional packaging demanded by these complex installations. It's always nice to know that you are in good hands.

On-site services

RAD's on-site services are a flexible, simple, cost-effective way to outsource a portion or all of your operations without giving up strategic control of your network. These services are pre-packaged but can be customized to meet your unique operational requirements.





Global Professional Services: RADcare

Customer Support Packages

RAD CARE

- Flexible interactive support and warranty packages
- Software downloads and parts replacement shipments
- Priority handling and escalation procedures
- On-site support and spares

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RAD customers receive service and support through a network of more than 250 highly professional, certified RAD partners located in more than 100 countries. The partner in each locality serves as the immediate point of contact for all inquiries about installing, configuring and operating RAD products.

RAD customers can benefit from enhanced support services by subscribing to one of the RADcare packages described below.

RADcare International Service Program

RADcare service options include download access from the RAD database, and four levels of interactive support packages provided by RAD partners and backed by the technical support staff at company headquarters.

On-demand services

RADcare International also offers complementary professional services referred to as on-demand services. These include site surveys, product demonstrations, RADview network management system installation, on-site troubleshooting, on-site installation support, on-site training, and commissioning.

eSupport system

The RADcare International program includes access to RAD's eSupport center. The simple, user-friendly system is divided into the Technical Information Center (TIC) and the Technical Assistance Center (TAC), and offers the following tools and services:

- Software downloads
- Frequently asked questions (FAQs)
- Technical updates
- Trouble-ticket entry and tracking (read-only access to cases opened via RAD local partners under the customer's account/project listing)

International support packages (excluding North America)

Support Package	Software Download ¹	FAQ Database ¹	8 x 5 Phone Support ²	Extended Warranty ³	24 x 7 Phone Support ⁴	NBD* Shipment of Spare Parts ⁵	On-Site Support ⁶	On-Site Spares ⁷
RADcare Basic	✓	✓	✓	✓				
RADcare Extended	✓	✓	✓	✓	✓			
RADcare Advanced	✓	✓	✓	✓	✓	✓		
RADcare Premium	✓	✓	✓	✓	✓	✓	✓	✓

* Next business day

Notes:

- (1) Directly from RAD database
- (2) Via a RAD local partner
- (3) The standard hardware warranty is extended after the expiration of the initial term.
- (4) Via a RAD local partner with 24 x 7 backup from RAD headquarters
- (5) Upon approval by RAD Technical Support or a RAD local certified partner, RAD will ship a spare part from the closest depot to the end user on the next business day. Arrival time depends on external factors such as customs and international shipping.
- (6) Upon approval by RAD Technical Support or a RAD local certified partner, a RAD local certified partner will dispatch a technician for on-site technical support. If the problem is not solved within two days, RAD will dispatch a RAD engineer on-site.
- (7) On-site spares are provided on a consignment basis, subject to volume limitations.



RADcare Service Program in North America

The RADcare Service Program in North America is designed to provide timely installation of new network solutions, with flexible support packages for the protection of critical networks. Through a variety of options, the RADcare service program can be tailored to provide the level of support best suited for the user's needs.

Basic Service

RAD's Basic Service includes:

- Technical assistance on general inquiries, Monday through Friday – 9:00 am to 6:00 pm EST
 - Parts repaired at no additional charge in compliance with RAD's basic warranty policy
- For more information on RAD's basic warranty policy, please contact RAD or a local authorized RAD distributor.

Service Level One

RAD's enhanced service offering is Service Level One, which features 24 X 7 telephone support. This service plan includes:

- Dedicated toll-free number for all priority technical support calls on downed, faulty or degraded RAD products: 24 hours a day/7 days a week
- Priority handling of all service calls with escalation management to ensure timely problem resolution
- Replacement parts guaranteed to ship within ten business days

Service Level Two

RAD's Service Level Two improves upon Service Level One by guaranteeing next-business-day shipment of replacement parts. This service plan includes:

- Dedicated toll-free number for all priority technical support calls on downed, faulty or degraded RAD products: 24 hours a day/7 days a week
- Priority handling of all service calls with escalation management to ensure timely problem resolution
- Replacement parts guaranteed to ship by next business day

Service Level Three

RAD's premier service offering is Service Level Three, which features on-site spares for automatic parts replenishment. This service plan includes:

- Dedicated toll-free number for all priority technical support calls on downed, faulty or degraded RAD products: 24 hours a day/7 days a week
- Priority handling of all service calls with escalation management to ensure timely problem resolution
- On-site spares for automatic parts replenishment:
 - RAD-owned spare parts housed at customer site(s) for utilization upon determination by RAD technician. One spare will be provided for every 20 regularly purchased units – minimum of four units required to qualify
 - On-site spares determined by type and volume for inventory management, automatically replenished
- Dispatch of RAD-authorized field technician for on-site support within four hours when necessary

Installation

RAD's installation package includes:

- Single point of contact through the entire install cycle
- Site survey (additional charges apply)
- Statement of work (for larger, complex projects)
- Staging/pre-configuration and testing of all RAD equipment
- On-site installation by a RAD Certified Service Technician
- Testing and acceptance

Staging

RAD Data Communications, Inc. ensures smooth and trouble-free installation by staging user equipment in our Mahwah, New Jersey facilities. Staging services include:

- Assembly and programming of RAD products in accordance with configuration data and application documentation
- Programmed units undergo extensive testing that closely emulates the external services for which the equipment has been provisioned, whenever possible
- Each staged unit is documented in a package consisting of the following:
 - Hardware, software and firmware revisions
 - Parts and serial numbering
 - Programming and configuration of parameters

Time and materials

For those who have not purchased a service level agreement under the RADcare Service Program, RAD offers an alternative solution designed to meet a variety of service requests and requirements. Time and materials services include, but are not limited to, the following:

- Out-of-warranty support
- On-site support requests
- Telephone assistance beyond general inquiries





Global Professional Services: Training

End-User and Partner Training

TRAINING

- Regional technical seminars
- Training-on-demand
- WBT – Web-based training
- RAD University
- eLAB – on-line self-directed training
- RAD certification

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With the focus on end-user training, RAD's GPS-Training Department brings skills and experience to you – the end user of RAD products. 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, enabling us to design a training solution that meets your needs. Amalgamating different training tools and performing training needs analysis ensures that the tailored offering meets the customer 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.

RAD's training programs are designed to keep your team up-to-date with the latest RAD products and technologies. RAD courses ensure that your key people get the knowledge they need to perform better. Need to improve or update engineering, design or sales skills? RAD's GPS-Training Department has the answer for you.

Regional technical seminars

RAD's regional technical seminars are an open opportunity for 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. For more information, please contact your local distributor or write to training@rad.com.

- Hands-on seminars led by RAD technical support engineers
- Hear about the latest technologies and configure the most up-to-date products
- Learn how to implement better networks
- Get RAD certification

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. Our expertise in training end users is available to you at your site or at our offices. 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, on-site or at RAD headquarters. Our trainer's expertise will ensure that the implementation of your network will be as smooth as possible.

Although our main offering is face-to-face training (either on-site or at a RAD office) we regularly supplement this with training via WBT (our Web-based training system – see next page). 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 (see next page).

Contact your local distributor or training@rad.com for more information.

- Training designed for your needs
- Face-to-face or Web-based or a combination
- Hands-on workshops designed around your application
- Professionally presented by RAD authorized trainers
- All participants receive RAD certification

Regional technical seminars take place in different cities in different regions each year.

For the latest information on the seminar nearest you, please see the RAD Web site – www.rad.com





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. In the last eight years we have logged hundreds of hours of training through this 21st century medium.

Building on our years of experience, we are now offering this channel to RAD end users. 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 given to the end user, allowing revision and review of the material at any time.

- Live training allows your queries to be handled in real time
- Building on eight years of success
- Simple, friendly, easy to access
- Forgotten some detail? Need a refresher course? Review the recording at your leisure!



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.

- Free of charge
- Regularly updated
- Wide range of topics



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.

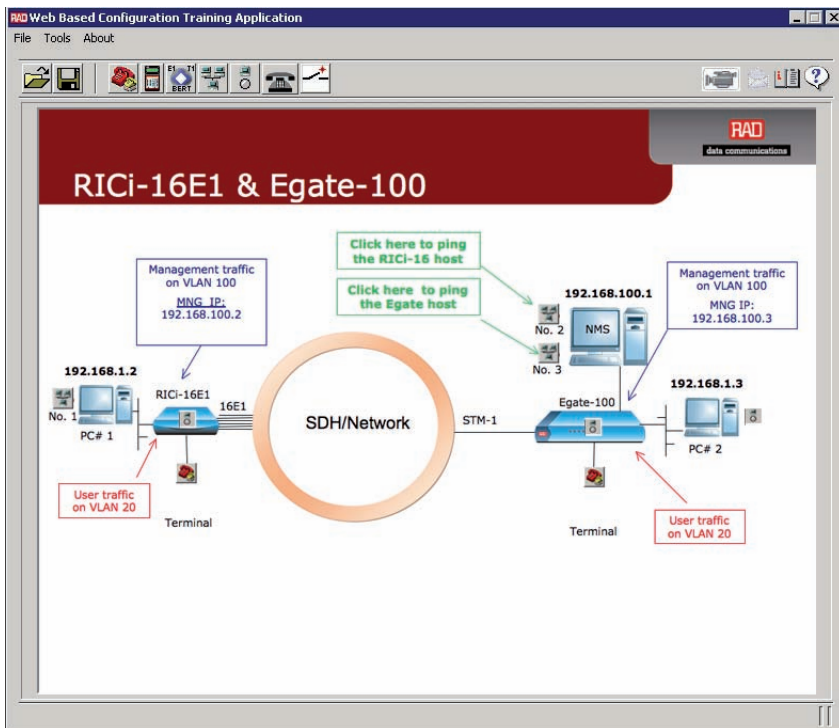
- Self-learning basic configuration of RAD products
- No need for any special software on your PC
- Access a complete application over the Internet
- Dedicated equipment assigned to one user at a time
- RAD certification – attests to your qualification in RAD technology

RAD certification

RAD certification proclaims the standard that you have reached in RAD technology. RAD certificates are awarded to RAD partners (showing their expertise and their commitment to RAD) and to end users. You should look for a RAD partner with 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). If your RAD partner has a RAD Authorized Technical Trainer, the certification given to those who have achieved high levels both in RAD technical knowledge and in training skills, then they have 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.

The RAD Certificate of Attendance is the standard certificate awarded to those who have attended a RAD training event.



eLAB screen-shot: configuration training via the Web

For further information on any training matter, please write to training@rad.com



Global Professional Services: Project Management

- **Single point of contact**
- **Project coordination**
- **Risk management**
- **Periodic meetings**
- **Action item follow-up**
- **Regular progress reports**
- **Test procedure definition**
- **Project specific documentation**

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Project management service

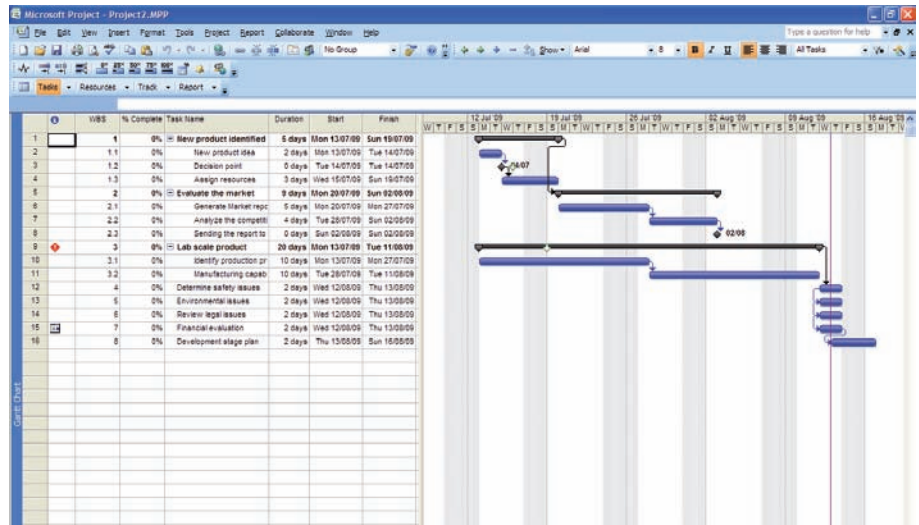
On receipt of your services order, a project manager is assigned to coordinate all project activities within RAD and to serve as a single point of contact for you to promptly handle and resolve questions and issues that might arise. Moreover, the project manager is trained to use advanced risk management 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.

Wide variety of project management services:

- Project management planning
- Project scope management
- Quality management
- Schedule management (Gantt)
- Cost management
- Risk analysis
- Communication management
- Change/new features request handling
- Periodic meetings
- Action item assignment, follow-up & reporting
- Progress reports
- Application planning and configuration
- Testing and homologation
- Network management administration
- Project lifecycle with milestones
- Configuration and version control
- Tailored solutions
- Responsibility for functional and architectural coherence between the customer application, problem solving and change requests

Proactive project management by RAD's 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.



Gantt charts are one of the tools used by RAD's project management team to track project progress

Acceptance testing

Rely on RAD! We can produce a full acceptance test procedure, covering factory acceptance and ensuring that the products meet your application needs. Acceptance tests can cover non-RAD products too, 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 the specific site needs. The staging service includes a complete documentation pack for each site.

Customized documentation

Most large end users have specific tasks allocated to specific teams. Where these tasks are a small subset of the facilities 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.

Global Professional Services: 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, we've listed some of the main features and benefits of RAD's on-site services packages.

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.

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.

- **Site engineering service**
- **Site survey**
- **Installation**
- **Commissioning**
- **NMS installation and administration**
- **On-site training**

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RAD on-site services combine parts of RADcare, project management and training into a single unit, focused on the needs of the customer's site.

