



## **RADcare North America Professional Services**

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



data communications



## **RADcare North America Professional Services** Peace of Mind, Where and When You Need It.

### **Introducing RADcare North America 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 Professional Services is RAD's comprehensive package of service, support and training options. United under the popular RADcare brand name, RAD's Professional Services program provides you with expert consulting and troubleshooting assistance, online tools, product training programs, and a suite of equipment coverage options.

All of these vital services are available through authorized RAD channel partners and are delivered by a highly dedicated and professional team consisting of pre-sales engineers, project management staff and technical support engineers based out of RAD's North American headquarters in Mahwah, New Jersey. By subscribing to one or all of the RADcare Professional Services elements, you increase your ability to profit from RAD's formidable wealth of industry expertise.

### **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.

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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 hand-on experience with market requirements across multiple business segments.

#### **Program Features**

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





### Getting You Closer to 100% Uptime

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.

The realities of today's complex networks make managing them a difficult job. Unpredictable network interactions, configuration changes and WAN outages can cause network impairments that are very hard to diagnose and repair.

Fortunately, RAD's team of technical experts is available around the clock to assist in managing your critical network. Available support packages range from basic to enhanced, with three graduated levels to choose from. You can rest easy knowing that whatever your needs, RAD has a support package to match.

### 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:

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

## RADcare Service Packages

RAD equipment purchases in the United States and Canada are backed by a generous **five-year hardware warranty** and include **one year of RADcare Basic Service** that provides business-hours phone support for minor service issues, along with software updates for covered products.

Yet while this standard coverage protects against hardware defects and offers limited basic assistance, it does not replace the need for vital technical support services such as 24/7/365 phone support, next business day shipping of replacement parts, on-site support, and more.

To ensure maximum uptime for your critical networks, it's important that you upgrade and extend your support entitlements by subscribing to one of RAD's enhanced packages. Enjoy significant savings for purchasing multi-year plans upfront (1-5 year contracts are available). Choose the support level that best fits your needs:

	Hardware Warranty	Software Updates	9x5 Basic Phone Support	24/7/365 Phone Support	Priority Call Handling	eSupport & FAQ Database	NBD Parts Shipment	On-Site Spares	4-Hour On-Site Support
<b>Basic Service</b>	✓	✓	✓						
<b>RADcare Level 1</b>	✓	✓		✓	✓	✓			
<b>RADcare Level 2</b>	✓	✓		✓	✓	✓	✓		
<b>RADcare Level 3</b>	✓	✓		✓	✓	✓	✓	✓	✓

### Five Year Hardware Warranty Details

We're confident that our equipment will perform reliably in your network. So confident, in fact, that we offer an unprecedented five-year hardware warranty on all RAD products\*! Simply put, if your equipment should experience any hardware-related failure within five years of the original date of shipment, it will be repaired free of charge.

\* Five-year warranty applies only for products sold by RAD Data Communications, Inc. (RADUSA) for deployment in the United States and Canada. Excludes optical SFPs/XFPs and cables.



## RADcare Basic Service

Every RAD product purchase in the United States and Canada includes one-year of **RADcare Basic Service** coverage. This renewable service plan includes:

- Technical assistance by phone for general inquiries during business hours (Monday – Friday, 9:00 am to 6:00 pm ET). Calls are limited to diagnosing potential RAD equipment issues and minor configuration assistance.
- Software updates for covered product(s)

## RADcare Level 1

RAD's entry-level enhanced service offering features 24 X 7 priority telephone support. In addition to RAD's standard equipment warranty and software updates, 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 resolution
- Access to eSupport for case management and FAQs

## RADcare Level 2

- Service Level 2 is RAD's mid-level and most popular plan. It improves upon Service Level 1 by adding the guarantee of **next business day shipment of replacement parts** when necessary.

## RADcare Level 3

RAD's premium service offering encompasses all RADcare Level 2 benefits as well as **on-site spares for automatic replenishment of parts**, and the **dispatch of a RAD-authorized field technician for on-site support within 4 hours when required**. Under this plan, RAD-owned spare parts are housed at the customer site(s) for use upon authorization by a RAD technician. One spare will be provided after the fourth regularly purchased unit and for every 20 units thereafter.

## 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 RAD Channel Partners 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.

## 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. 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](mailto: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. 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's North American 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 convenient option enables trainees to take advantage of the expert knowledge of our specialists at a more cost-effective price. RAD University provides background material for our training offerings.

## RAD Certification

RAD certification represents the highest level of achievement in mastering 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

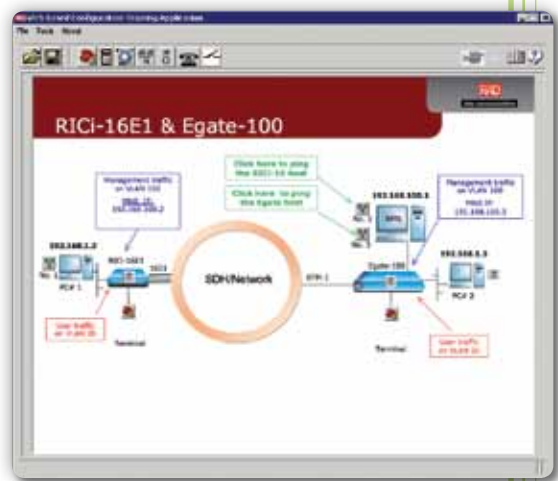
A key resource on the RAD Web site, RAD University contains tutorials, video guides, audio presentations, and technology backgrounders on telecommunications, data communications and computer networking.

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 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...



## Worldwide Offices

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