



RAD Global Services

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 RAD 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.

RAD 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 RAD 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 highly dedicated and professional teams at regional technical assistance centers, together with project management staff and international training professionals.



RADcare Technical Support

Partner Benefits

- Strict service level agreements (SLAs): Receive response, restore service and resolve issues within a known and guaranteed time frame
- Move to the head of the queue with priority handling by RAD support centers and round-the-clock access to RAD's experts
- Free access to RADcare Online, 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
- Plan ahead to limit your spending on support and eliminate hardware repair costs related to old equipment
- Shorten time to market (TTM): Rely on RADcare to support your operations so you can turn up new services faster

RAD Global Services



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



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



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



- Strict SLA commitments on response, service restore and resolution times
- 24x7 support, priority handling and escalation procedures
- RADcare Online portal for software updates and upgrades
- Optional multi-year blanket coverage



Project Assured Services

RADpro Project Assured 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.

RADpro Project Assured services include the following valuable elements:
Planning • Staging • Site Survey • Equipment and Management Installation • Acceptance Testing and Commissioning • Resident Engineer



Project Assured Services

Enjoy full Project Assured service led by certified RAD engineers who are committed to your project's success from start to finish. RAD offers different Project Assured 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 experts to ensure ideal turn-up time
- 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



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 (Project Manager) within RAD supervises all logistical, technical and commercial aspects of the implementation of all network solutions under your contract
- Periodic status meetings
- Detailed project plan procedures and documentation, regular progress reports, and management of all project aspects



Training Center

RAD's training programs are designed to keep your team up-to-date with the latest RAD solutions.

- 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
- Course materials include a carefully balanced mix of lecture, demonstration and hands-on experience
- Topics include theory, configuration and troubleshooting