

# KEYMILE Service Portfolio

The extensive service and support offer for your access network



- Pre-Sales Support
  - Consulting and network planning
- Post-Sales Support
  - 24 hour technical support
  - Remote diagnosis
  - Extranet access
- On-Site Service
- Training
- Installation and Integration
- Service Agreement
- Service Organisation

## ■ Company Philosophy

All the software and hardware developed and manufactured by KEYMILE is designed so that it enables provision of "on demand" telecommunication services to your customers in a fast and cost-effective way.

KEYMILE provides an outstanding service portfolio offering support for your system planning, installation, operation and network migration.

## ■ Pre-Sales Support

We will assist you in answering questions concerning your network needs:

- What are your overall requirements regarding telecommunication networks?
- What is the best solution for your required application?
- How can we implement your needs in a fast and cost-effective way?

- How can your network be migrated to new technologies and functions without affecting your customers during the implementation and installation process?

It's not always necessary to introduce new technologies or features. You can discuss the KEYMILE proposals with our experts and you can assess all the advantages and disadvantages. This enables a fast access to innovation without any risk investing in ill fitting technologies.

### ■ Post-Sales Support

We also support our customers after sale and delivery, with an outstanding service program for the operational period, to enable a professional use of the supplied products and to reduce the "out of service time" in the case of network issues and faults. Including:

### □ On-Site Service

KEYMILE is a global organisation and our services are available in many countries around the world. If not already in-country, we can expedite a speedy response to your needs from a number of service centres.

### □ Trainings

We offer a range of practically-based product and technology training courses. Either join us at one of our state-of-the-art training centres – alternatively we can deliver courses at your own premises, customising the course content to suit your particular needs.

### ■ Installation and Integration

We support the installation of new hardware and software which may be done directly by KEYMILE or as a training program for your own experts – with network planning the costs of implementation and migration can be minimised.

### ■ Service Agreement

Our services are flexible and will be adapted in accordance to your

demands. Different price models according to the network size and different service levels are available.

In addition to the "pay as you use" model KEYMILE offers standard service packages with four different levels. The costs therefore are calculated in an annual all-inclusive payment. These service packages enable an entire cost control

avoiding costs those are not a part of your budget. For any further questions concerning our service portfolio please contact your local SPOC.

KEYMILE Services	Platinum Level	Gold Level	Silver Level	Bronze Level
Consulting	+	+	+	+
Technical Support	+	+	+	+
Emergency Service	+	+		
NMS Support	+		+	
Extranet Access	+	+	+	+

### We speak your language – worldwide

#### Service Organisation

- SPOC (Single Point of Contact)
 

If you need to contact us for whatever reason from wherever you are in the world, your call will be taken at the local service centre by trained engineers speaking your language. Your SPOC will deal with all aspects of sales, logistics and support matters. Contact us at any time via:

  - Service telephone, fax, e-mail
  - Ticketing tool in the KEYMILE Extranet
  - 24-hour emergency service

- TAC (Technical Assistance Center)
 

Any incoming requests are forwarded to the TAC directly. The TAC specialists normally can answer your questions on products and technologies directly. Responses on the current status of processing are available via your SPOC or the Extranet.
- TEC (Technical Expert Center)
 

Any requests that cannot be answered immediately by the TAC are forwarded to the TEC where they will be reconstructed, evaluated and solved by our technicians. Results will be forwarded to you at once via the SPOC.



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 Find your local contact on [www.keymile.com](http://www.keymile.com)  
 or contact us: [info@keymile.com](mailto:info@keymile.com) ...