

# CERTIUM® SERVICE

ATC standard service level agreement (SLA)

Service solution for air traffic control systems



Flyer | Version 01.00

**ROHDE & SCHWARZ**

Make ideas real



# AT A GLANCE

Long-term availability and operational readiness are key requirements when operating an air traffic control system. With the CERTIUM® SERVICE, Rohde & Schwarz helps you to keep your system operating efficiently throughout its entire lifecycle.

## A well-balanced suite

CERTIUM® is an advanced ATC communications suite from a single source that increases safety and efficiency beyond existing standards.

With CERTIUM®, Rohde & Schwarz offers a true one-stop shop for the full lifecycle of an ATC communications system – from design, manufacturing and system integration to tailored services for the entire lifecycle.

Service solutions are designed to fulfill all your needs, maximizing the efficiency and availability of your system and keeping the costs transparent.

## Added value by service contract

The Rohde & Schwarz CERTIUM® SERVICE is not limited to standard hardware and software maintenance.

Our solutions consist of multiple essential support functions that go beyond the standard warranty. The aim is to ensure the serviceability and operability of all system components and support each product application in its operational environment during the entire system lifecycle.

## Single trusted service partner

Rohde & Schwarz has developed a new and advanced way for customers to easily connect with our service expertise.

The Rohde & Schwarz GLORIS self-service portal makes your daily work easier. It is designed to meet the needs of our customers and partners quickly and efficiently by providing online features such as support and service request creation.

Whatever you might experience while operating your Rohde & Schwarz ATC system, you can raise an incident request at any time from all over the world through the Rohde & Schwarz service desk portal. Any support request will be handled at higher priority by Rohde & Schwarz service technicians and processed within the agreed time-frame. This ensures you receive the most professional support possible in order to resolve your incident.

## Efficiency within a planned budget

Unexpected downtimes disrupt operations and tie up valuable resources in administrative and order approval procedures. Unfortunately, failures in highly complex products and solutions can never be fully prevented, but the time and expenses associated with such failures can.

With a service level agreement, you can efficiently mitigate any operational risk with reduced costs. A fixed yearly fee is more cost-effective than managing any single occurrence and it allows you to plan your yearly service budget in advance.

Moreover, it helps to minimize your administrative effort, reduce your system downtime and increase the operational availability of your system components.

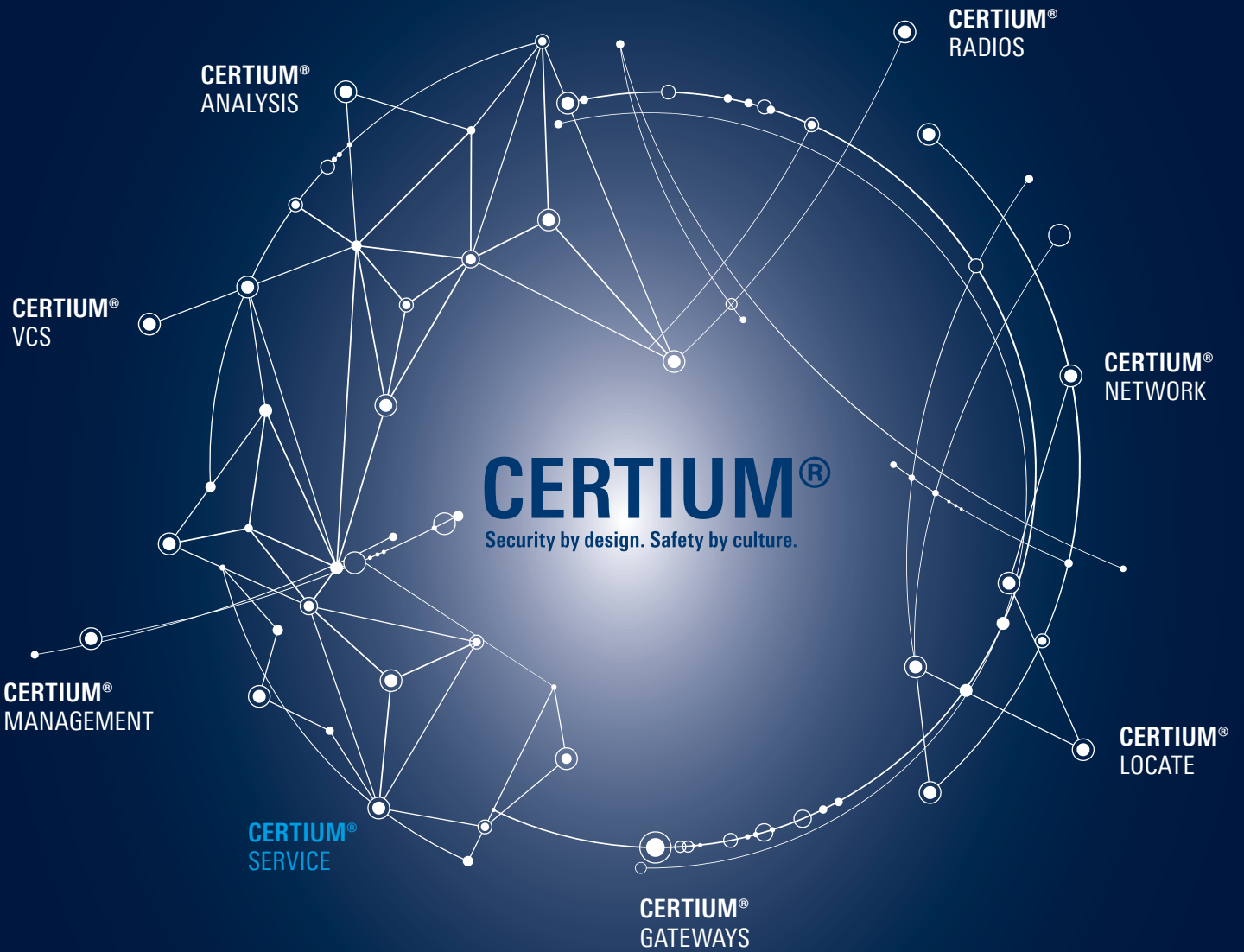
## Place within the CERTIUM® ecosystem

As part of the CERTIUM® ecosystem, Rohde & Schwarz offers its ATC customers innovative, tailored and forward-looking services for design, integration and protection of their high-end equipment. To properly support our customers, the CERTIUM® SERVICE has two service package options: Basic and Advanced. These options differ in terms of the scope of the services that are provided:

- ▶ GLORIS service desk for a single point of contact (PoC) with service technicians
- ▶ Hardware and software maintenance for your system components
- ▶ Support functions for longer system serviceability

You can pick and choose among the available options to fulfill your own specific requirements.

# CERTIUM® ECOSYSTEM



# CUSTOMER SERVICE LEVEL AGREEMENTS

Rohde & Schwarz has defined two packages (SLA Basic and SLA Advanced) to meet your operational needs. Both packages consist of different service elements that are not limited to standard hardware and software support. They can include support functions to ensure the long-term availability of your system.

## ATC Standard SLA BASIC

The ATC SLA BASIC package provides certain key service elements to keep your system operating efficiently throughout its entire lifecycle.

Our service desk and technical support represent the backbone of this basic solution. Nevertheless, the basic package provides you with full support for software products as well as ongoing monitoring of system serviceability over the entire contract duration.

## ATC Standard SLA ADVANCED

The ATC SLA ADVANCED package also includes other attractive features to increase the efficiency and operability of your system:

- ▶ Technical support is delivered within a predefined timeframe.
- ▶ Repair coverage is included, resulting in a considerable reduction in administrative costs and system downtime.
- ▶ A service delivery manager and a regular review meeting help to improve and strengthen cooperation between you and Rohde & Schwarz.

This is how we go about building a long-term, trusting partnership that you can fully rely upon.

# TAILORED TO YOUR NEEDS

Rohde & Schwarz service level agreements support the product application in an operational environment for both hardware and software with an ensured response time. You can choose the best package according to your own specific operational requirements.

	Basic	Advanced
24/7 support desk	✓	✓
Technical support	8 x 5 No dedicated response time	8 x 5 Response time: ▶ Severity level critical: 2 business days ▶ Severity level high: 5 business days ▶ Severity level medium: 10 business days ▶ Severity level low: 30 business days
Software maintenance	✓	✓
Obsolescence management	✓	✓
Repair commitment	✓	✓
Test and reference facility	-	✓
Repair coverage	-	✓
Regular service meeting	-	✓
Dedicated service delivery manager	-	✓

# SERVICE ELEMENTS IN DETAIL

Our goal is to provide you with the ideal customized configuration. Our service level agreements extend from repair coverage all the way through defined resolution times and a professional support function.



## 24/7 support desk

Rohde & Schwarz offers you problem reporting around the clock "anytime and anywhere". You can submit your support requests via the online portal to the Rohde & Schwarz support desk where all your support requests are received, documented and processed.



## Technical support

Rohde & Schwarz is your competent partner for all technical matters. You can always count on us for appropriate advice and support. A qualified service team will handle and resolve any support request within the response time defined in the selected service package and according to the allocated severity level.



## Software maintenance

Rohde & Schwarz helps you to keep your software up-to-date. We provide relevant software updates, bug fixes and minor enhancements to improve overall system performance. Software updates are provided to resolve support requests that have been raised as a result of a critical, high or medium failure in software functionality.



## Repair commitment

Rohde & Schwarz commits to repair the products over the duration of the contract by making available the appropriate materials, test and measurement equipment and employees.



## Repair coverage

Rohde & Schwarz performs full repairs in an authorized repair center and bears all of the relevant costs.



## Obsolescence management

Rohde & Schwarz checks the serviceability status of the systems by monitoring the availability of all system components, spare parts and software as well as the service capabilities. You will be informed about any items that are no longer supported and provided with a recommendation for any necessary changes.



## Test and reference facility

Rohde & Schwarz maintains a general test and reference facility for the various CERTIUM® subsystems in their standard configuration in order to verify, reproduce and resolve your requests in a fast and efficient manner.



## Dedicated service delivery manager

Rohde & Schwarz designates a dedicated service delivery manager in order to ensure that all services included in the contract are monitored and delivered in accordance with the agreed parameters.

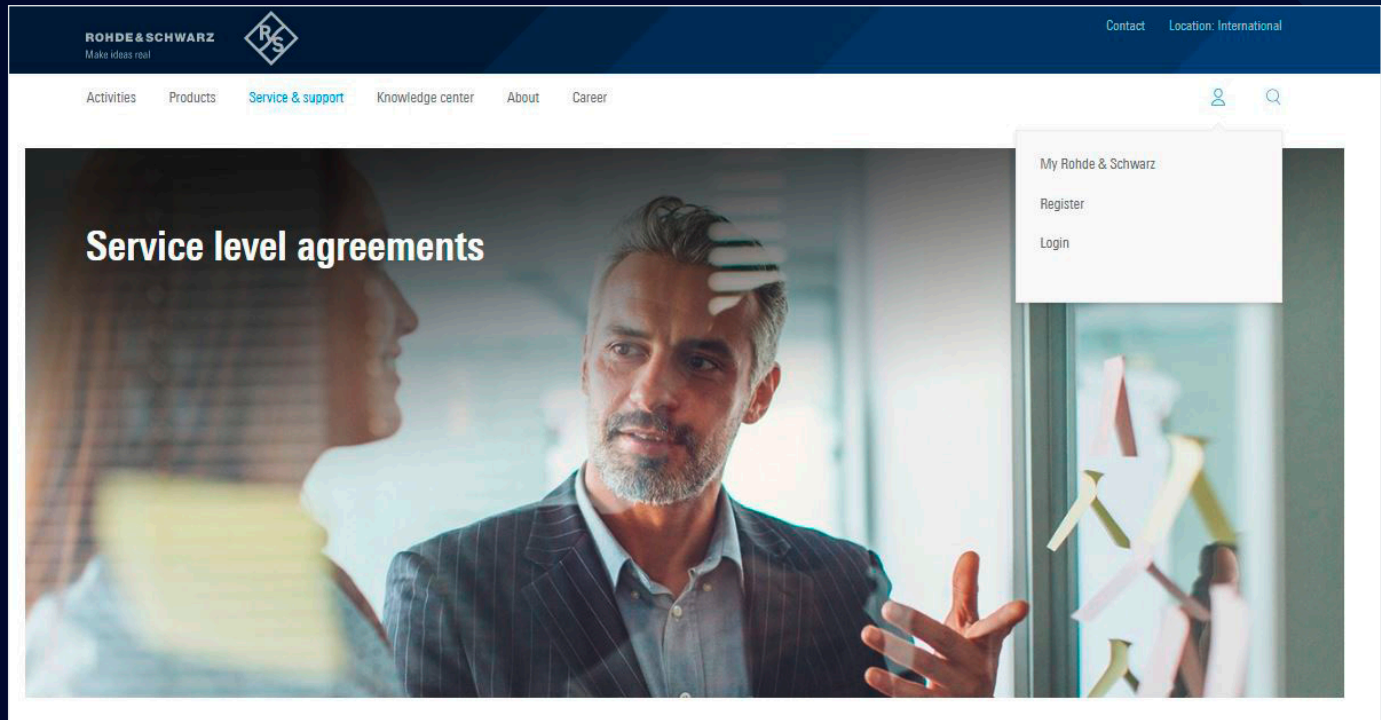


## Regular service meeting

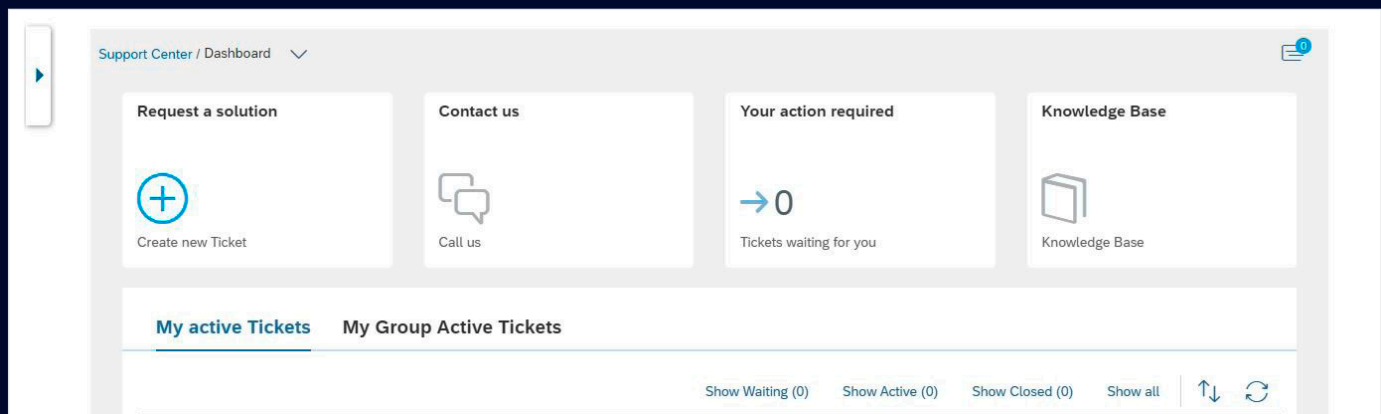
We meet together to analyze your service performance and discuss how we can add more value to your business.

# THE ROHDE & SCHWARZ SUPPORT STRUCTURE

GLORIS is the Rohde & Schwarz self-service portal for customers. It supports everyday operations by providing access to device-specific product information, news, notifications and service.



The Rohde & Schwarz support desk is one of the key features of the GLOIRIS portal. It is an advanced ticketing system to ensure proper interaction between you and the Rohde & Schwarz support team. Once you have registered in GLOIRIS, your service level agreement gives you preferential access to the Rohde & Schwarz support center (24/7 support desk). This is where support requests are placed and all official communications is handled and monitored.



# REQUEST EVALUATION BY OUR EXPERT ATC SERVICE TEAM

Rohde & Schwarz has built a reliable network of excellence and competence based on a three-level support structure. No matter what problem you are dealing with, we are always there for you. Qualified technicians are ready to take care of your support request and initiate the required next steps.

## LEVEL 1 SUPPORT

Provides the customer with a first qualified response, resolves known issues and acts as the interface to level 2 support.

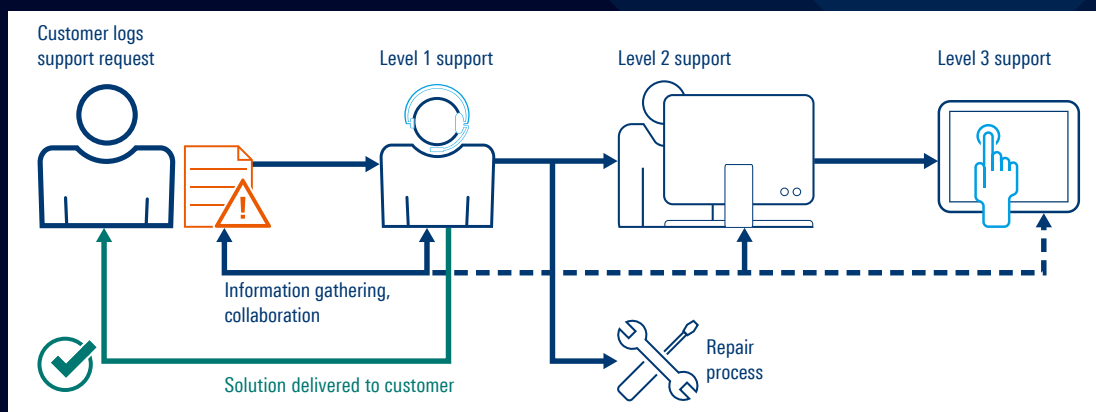
## LEVEL 2 SUPPORT

Covers in-depth analysis and handling of complex issues by specialized technicians from global Rohde & Schwarz expert teams. It acts as the interface to level 3 support.

## LEVEL 3 SUPPORT

Responsible for analyzing and handling very complex issues in close contact with the R&D department.

### Support request procedure







# ROHDE & SCHWARZ SUPPORTS YOU THROUGH THE ENTIRE LIFECYCLE

Our CERTIUM® SERVICE means much more than just lifecycle support. We believe in building a close relationship with customers through our professional services even before our products go into operation. Rohde & Schwarz provides support in the form of expertise and advice through all phases of the project lifecycle – from system engineering to project implementation, from testing and training to lifecycle support.



## System engineering

Based on customer input, our system engineers develop a tailored solution that is designed to optimally address your operational requirements. Thanks to our vast experience with ATC projects around the world, our technology experts can also provide advice on updating, migrating and enhancing your existing systems.



## Project implementation

Our experienced project managers and integration experts ensure project completion that is on time and on budget. With our global reach encompassing more than 80 offices, Rohde & Schwarz has a proven track record of successful project implementation around the world.



## Testing and training

Comprehensive acceptance testing such as factory acceptance testing (FAT) or site acceptance testing (SAT) as well as hands-on training for engineering and maintenance teams helps to ensure a smooth system handover. In case you or your staff are unable to travel, acceptance testing and training can also be performed remotely. This is thanks to our comprehensive video and document sharing facilities that are designed to speed up the roll-out process.

## Service that adds value

- ▶ Worldwide
- ▶ Local and personalized
- ▶ Customized and flexible
- ▶ Uncompromising quality
- ▶ Long-term dependability

## Rohde & Schwarz

The Rohde&Schwarz technology group is among the trail-blazers when it comes to paving the way for a safer and connected world with its leading solutions in test & measurement, technology systems and networks&cybersecurity. Founded more than 85 years ago, the group is a reliable partner for industry and government customers around the globe. The independent company is headquartered in Munich, Germany and has an extensive sales and service network with locations in more than 70 countries. [www.rohde-schwarz.com](http://www.rohde-schwarz.com)

## Sustainable product design

- ▶ Environmental compatibility and eco-footprint
- ▶ Energy efficiency and low emissions
- ▶ Longevity and optimized total cost of ownership

Certified Quality Management  
**ISO 9001**

Certified Environmental Management  
**ISO 14001**

## Rohde & Schwarz training

[www.training.rohde-schwarz.com](http://www.training.rohde-schwarz.com)

## Rohde & Schwarz customer support

[www.rohde-schwarz.com/support](http://www.rohde-schwarz.com/support)

