



24 X 7 SERVICE DESK WITH SERVICE LEVEL AGREEMENTS

Connect with Tait Support Engineers 24 hours a day, 7 days a week for reporting, recording and resolution of incidents.

Engineers work to published Service Level Agreements (SLA) for response and service restoration – ensuring your priority becomes theirs. Tait Support Engineers perform problem resolution activities ranging from end-user assistance to remote diagnostics, all the while updating status, notes and results in your custom online service account.



WARRANTY REPAIR

Feel secure in knowing Tait is intentionally organized to ensure the most rewarding experience for you.

We design, manufacture and quality control all our own products – not outsourcing to low-cost bidders - so we can confidently deliver with the highest quality of materials and workmanship in the industry. In the event a defect is found, Tait will promptly correct the problem through free repair or replacement and resolve the issue back down to the manufacturing floor. We're that committed to quality and your satisfaction.

SERVICE ADVANTAGE TOOLS FOR PROACTIVE SERVICE ASSURANCE

**PROACTIVELY
MANAGE YOUR
TAIT RADIOS TO
ENSURE SERVICE
CONTINUITY.**





24 X 7 ONLINE SERVICE PORTAL

Proactively manage service cases, download software updates, access support documentation and utilize service applications online – anytime.

Using a web browser and secure login, access your customized online service portal to create new, track active, and review past service cases – generating a comprehensive view of service performance. Download firmware and software updates as well as calibration and service kits used to configure, diagnose and update your communications equipment – proactively managing your equipment when convenient for you. Leverage comprehensive technical documentation including guides for installation, integration, service and use, as well as technical notes and product specifications – developing a repository of knowledge within your organization.



24 X 7 ASSET MANAGEMENT

Proactively track, manage and maintain your communications assets anytime – anywhere.

With access to a web browser, users you authorize log into a secure environment to perform tasks such as:

- ▶ Storing asset identification, location and ownership information – keeping everything in one place
- ▶ Tracking asset transfer, status change and maintenance events – building a complete history of activity
- ▶ Recording purchase, warranty and maintenance costs – providing a view of overall financial performance per asset



SOFTWARE MAINTENANCE

Proactively prevent faults, improve performance and adapt to changing environments by accessing current releases of firmware and software.

Full version releases with new features – not just point release bug fixes – are regularly available and fully supported so you get the maximum advantage when you decide to update your communications system. With each new release, Service Advantage clients receive an email alert and courtesy phone call from a Tait Support Engineer announcing its availability and discussing updates in the release that may offer helpful preventative measures based on your system.