



Extended Warranty Service

PROTECT AND EXTEND HARDWARE LIFE

The need to replace or repair hardware can arise at unpredictable times, introducing unwanted expenses. The time and effort spent managing the hardware repair cycle through a variety of manufacturers also takes attention away from core business activities. SES Networks' Extended Hardware Service provides customers with a single point of contact to manage the repair cycle with individual manufacturers. The Extended Hardware Service is offered as an insurance policy where the price does not fluctuate regardless of the number or frequency of repairs. This makes expenditures more predictable and provides consistency throughout the repair process.

To protect hardware, simply extend the initial product warranty included as a part of the original equipment purchase. The Extended Warranty Service offers exactly the same level of coverage as the original SES Networks warranty.

If repair or replacement is needed, one call to the SES Networks Technical Helpdesk will initiate the repair cycle process.

Key Features

- 24x7x365 support available through SES Networks Technical Helpdesk
- Return Materials Authorisation (RMA) is managed by SES Networks Technical Experts
- Covers SES Networks supplied antenna systems and spares
- Hardware is repaired or replaced within 45 days from the receipt of a faulty part

Benefits

- Easily predict and manage hardware expenses
- Eliminate variable costs for hardware repairs/replacements
- Enables continuity of operations
- Guarantees right-first-time repairs for quality control
- Ensures same-for-same and like-for-like hardware repairs and replacements per warranty terms
- Leverage economies of scale in repair pricing and return service level targets
- Genuine OEM Field Replaceable Unit replacements when required
- One contract, one program with one dependable partner across multiple OEM system components

SES NETWORKS MAINTAIN SERVICES

The SES Networks Maintain Services have been developed to provide ongoing support to SES Networks customers as part of Lifecycle Services. Maintain services include Field Level Maintenance, Preventive Maintenance, Advanced Replacement, and Standard and Extended Warranty services. Ongoing support provides a critical safety net to ensure that when equipment or software does fail that it is restored as soon as possible causing minimal disruption to end-users.

SES Networks has integrated multiple best-of-breed products from a number of Original Equipment Manufacturers (OEM) to make up its industry leading solution. To ease and simplify support requirements, SES Networks provides a one-stop-shop with warranty and maintenance services from one place, eliminating the need for multiple support agreements.

SES Networks provides both Field Level Maintenance and Preventive Maintenance using a combination of SES Networks field engineers and local or regional partners. All engineers have been trained at SES Networks' training center in Manassas and are regularly updated in the field.

Lifecycle Services provide customers with a comprehensive range of end-to-end services to implement, manage and maintain networks, equipment and terminals for sustained up-time and system availability. Lifecycle Services accelerate time-to-service so customers can focus on their mission and bottom line, not the design, maintenance and operation of complex satellite and terrestrial networks around the world.

SES NETWORKS TRAINING COURSES AVAILABLE

Explore new frontiers in learning to gain the technical skills and hands-on experience you need to thrive. Customers, partners, employees, and authorised professionals can take online and instructor-led courses taught by SES Networks technical experts. Students get practical, hands-on learning experiences to help them construct, troubleshoot, repair, and monitor and manage satellite ground systems and related network components for optimum network performance and uptime.

SES Networks Ground Systems

- O3b001: Tier-2 GD Field Level Practices
- O3b002: Maritime Systems Training
- O3b003: AvL Installation & Commissioning
- O3b004: ViaSat Tier-2 Operations & Maintenance

SES Networks Online Training

- O3b731: Introduction to SES Networks
- O3b732: Advanced System Fundamentals
- O3b733: Fixed Terminal Site Survey

GVF Courses

- GVF500: Introduction to Satellite Communications
- GVF510: Core Skills for VSAT Professionals
- GVF520: Satcom Fundamentals
- GVF521: Practical Techniques for VSAT Professionals
- GVF561: Fundamentals for Marine VSAT Operators

Learn more about SES Networks' full portfolio of services and solutions.
Website: ses.com/networks

