



## Field Level Maintenance Service

# RAPID ONSITE PROBLEM RESOLUTION

The aim of the SES Networks Operations Centre (NOC) is to remotely prevent and solve service problems if they arise. Inevitably though, some issues require onsite intervention. SES Networks highly trained field service technicians provide local onsite support to repair faults ensuring accelerated service restoration and continuous uptime.

SES Networks' Field Level Maintenance Service includes three critical components: Corrective Maintenance for 24x7 onsite resolution; Preventative Maintenance for regularly scheduled site visits; and Hardware Upgrades and One-Off Field Configurations as needed.

Preventive Maintenance is key to maintaining the well-being of any electronic or mechanical device especially when subject to weather conditions. While most issues are relatively minor, these can result in system failure or an outage if not remediated at an early stage.

### Key Features

- 24x7 on-demand onsite corrective maintenance
- Two maintenance visits per year
- Direct adherence to the OEM's corrective and preventive maintenance guidelines
- Hardware upgrades or site reconfigurations

### Benefits

- Improved service uptime, faster and more accurate system recovery
- Predictable operational expenditure
- Reduced outage risk due to timely preventive maintenance
- 24x7 technical resource availability
- Reduced internal training requirement

# 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.

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## 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

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Learn more about SES Networks' full portfolio of services and solutions.  
Website: [ses.com/networks](https://ses.com/networks)

