



Preventive Maintenance Service

PROLONG SATELLITE ANTENNA LIFE AND OPTIMISE SYSTEM UPTIME

Preventative maintenance is a key component to maintaining the well-being of electronic and mechanical devices. Preventative maintenance, early identification of issues, and mitigation of the impact of adverse weather conditions are key to optimising performance and uptime. SES Networks provides Preventative Maintenance Service is conducted twice a year. The inspections strictly follow equipment vendor guidelines to prevent service degradation issues or failures.

At the first maintenance visit, SES Networks provides training and knowledge transfer to authorized personnel who can then perform interim inspections on a monthly basis. This helps customers keep terminals in top condition and services performing well. If other issues are identified post inspection, the SES Networks Program Manager, when notified by the customer, will take prompt action to analyse the situation and remedy it.

Key Features

- Inspect antennas visually and perform function tests on-site twice a year
- Perform corrective maintenance tasks where necessary and possible
- Train and transfer basic maintenance knowledge to authorised personnel
- Adherence to OEM preventative maintenance guidelines
- Set-up maintenance windows and return visits as required
- Deliver detailed, actionable reports within five (5) business days
- Provide additional fixes or replacement modules as required*

Benefits

- Prolonged antenna terminal life
- Increased return-on-investment
- Remediation of preventable issues minimising outage and degradation
- Provided by trained SES Networks experts and delivered to OEM guidelines

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

