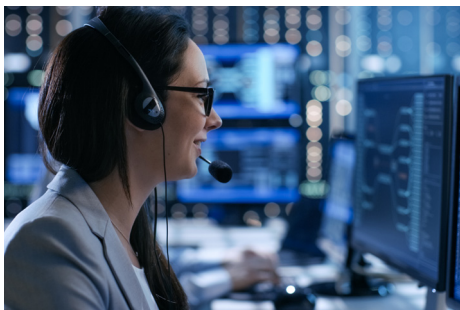


RF | CONNECTSM

Intelligence Begins Here.

DAS MANAGEMENT & MAINTENANCE



MONITORING

We monitor all devices, interfaces, and carriers 24/7/365 from our U.S.-based NOCs. Service plans include options for the reporting of fault monitoring alarms, event logs, and performance metrics.



DIAGNOSIS & REPAIR

Isolation and diagnosis of each fault, process tracking and notification, and escalation. We take ownership of the outcome, providing remote resolution whenever possible or delivering onsite response when needed.



SERVICE DESK

Rely on our U.S.-based support team to deliver high-quality technology support, issue tracking, notification and coordination of response 24x7x365.



ROI

- Workforce optimization
- Free up your IT staff for more strategic objectives
- All delivered with a simple service fee



USER EXPERIENCE

- Mobility networks are key to productivity and guest satisfaction
- Whether critical infrastructure or customer amenity, provide optimal network performance and uptime



OUR TEAM

- 12 years of DAS experience as a corporation
- U.S.-based personnel and engineers
- Process Optimization: experience-based best practices and economy of scale

PREVENTATIVE	PLATINUM	GOLD	SILVER
Remote Access Network	X	X	X
Support Call Center	X	X	X
24/7/365 NOC Monitoring	X	X	X
Tech Refresh Design, 5 Yr Intervals	X	X	X
Spares Management	X	X	X
Remote Engineer Dispatch	4 Hours	24/7	Business Hours
Onsite Engineer Dispatch	Onsite & Remote	Remote Only	
Software/Firmware Upgrades	X	X	
Monthly Maintenance Reports	X	X	
Annual Network Performance/ Availability Report	X		
Annual Preventative Maintenance Visit	X		



PREVENTATIVE CARE

- Regularly scheduled remote performance audits
- Firmware upgrades
- On-site preventative maintenance



TAILORED RESPONSE

- Tiered response SLA's to fit your requirement
- Same day remote alarm diagnostics
- All-inclusive or T&M onsite engineering dispatch



SPARES

- Add critical spares to any service plan
- Keep hardware spares onsite for the shortest possible repair time
- We design a spare kit tailored to your system needs



HARDWARE REPLACEMENT

- Add hardware replacement to any service plan
- All plans include facilitation of repair or replacement through OEM RMA processes

TECHNICAL EXCELLENCE, PERSONALIZED DELIVERY

RF Connect delivers carrier-grade wireless communications infrastructure to optimize your organizational performance and advance your business. With carrier-grade user expectations come rigorous technology management and engineering support requirements. RF Connect Managed Services deliver complete lifecycle management designed to maximize and protect the value of your investment.

FOR MORE INFORMATION

Send us an email at service@rfconnect.com or call us at 248.303.7340.