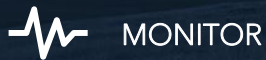
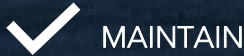


LIFECYCLE SERVICES:

Customized SLAs for Critical Networks



MONITOR



MAINTAIN



SUPPORT

What is a Service-Level Agreement (SLA)? A customizable contract detailing how your service is delivered when a failure occurs. SLAs set the standard for “good” service by managing expectations and responsibilities defined by a framework for when, where, and how service is handled.

Why should you have an SLA? A personalized SLA from Castle Rock Microwave (CRM) extends the life of your network with preventive maintenance and emergency support, providing critical response when and how you need it.

FEATURES

- 8x5 or 24x7 emergency remote support
- Emergency onsite call outs
- Network monitoring, alerting, reporting, and response
- Service restoration
- Spares management and hardware replacement
- Support ticket and manufacturer warranty management
- Dedicated support with specific knowledge of your network
- Improve your O&M operational efficiency
- Software and firmware updates
- Regular preventive maintenance
- FCC frequency protection

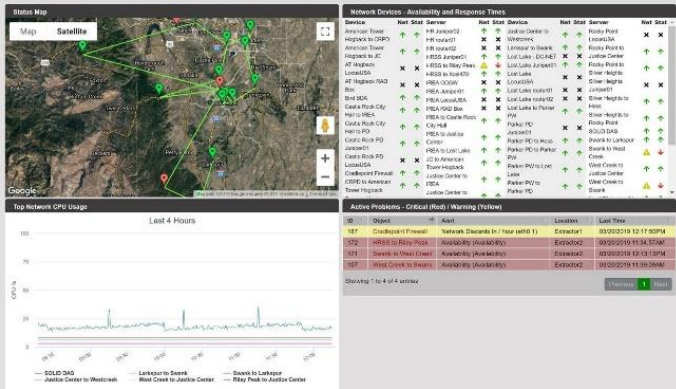


EMERGENCY SUPPORT

Failures happen. Emergency support from CRM ensures quick restoration of your network during an outage. Choose from 8x5 (Mountain) or 24x7 availability.

A CRM SLA addresses acute and serious incidents affecting network operation and system availability. Once contacted, CRM captures the emergency support request and manages the restoration activities using pre-defined incident escalation procedures to deploy adequate resources and effectively communicate during the process.

ADVANCED NETWORK MONITORING



- Simple Deployment
- Customized Performance Reports
- Network Visibility
- Incident Detection, Alerting and Response
- Device Discovery

CRμW VIEW provides a secure, powerful, and efficient way to remotely analyze, manage, troubleshoot, and support your equipment and network services.

PREVENTIVE MAINTENANCE

- Extends the life of your network assets
- Reduces equipment downtime
- Fewer interruptions to critical operations
- Improved network health and efficiency

Regularly scheduled maintenance services decrease unplanned downtime, save money, and boost user satisfaction.



DELIVERABLES

- Expected Performance – Your personalized SLA addresses disruptions, what happens when they occur and how quickly we will respond.
- Process and Performance Monitoring – Accurate reporting of how the service is running gauges adherence to the SLA.
- Customized TTR (Time to Resolution) – Details exactly how long after you submit a ticket and it's acknowledged that it will take for service to be restored.
- Regular Communications – All personnel and management are updated regularly until service is restored.
- After Action Report Summary – A final emergency report will be provided by CRM.

FREE CONSULTATION

Call 303-829-8838 or email sales@castlerockmicrowave.com today to schedule a free service evaluation!