



OSA SyncServices

SYNC Assistance from Concept to Operation

OVERVIEW

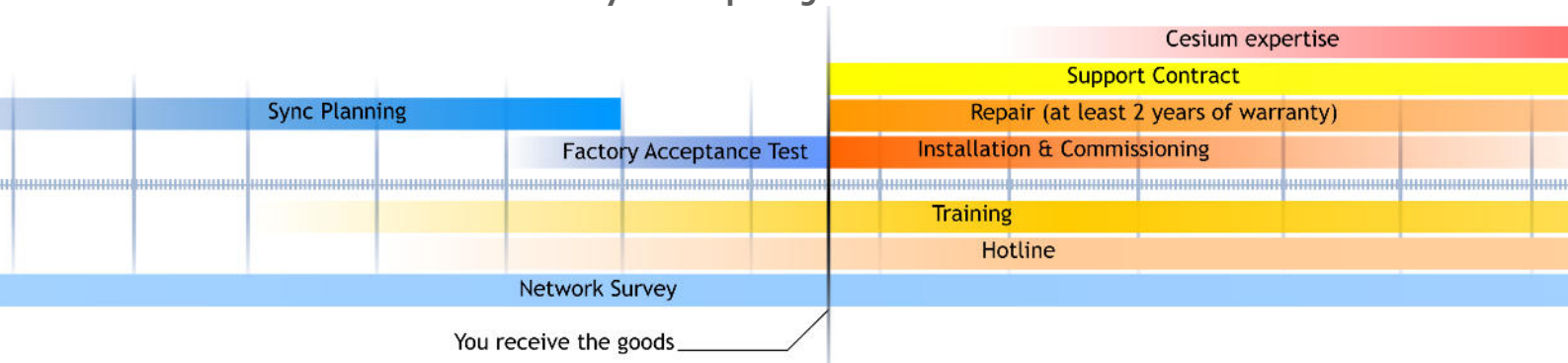
Being recognised as one of the world's leading suppliers of synchronization solutions, it naturally follows that Oscilloquartz offers a wide variety of services.

The company believes that the key to achieving total customer satisfaction lies in the services available before, during and after commissioning of the equipment. These services will ensure successful project implementation and durable operation.

Depending on the extent of the project, services may start right at the very early stages. Prior to delivery, Factory Acceptance Testing takes place to ensure that the equipment meets the customer's objectives.

After delivery site services are offered as part of a turn-key solution, including installation, commissioning and training.

We coach your project from A to Z



PORTFOLIO

Factory Services

- Training
- Witnessed Testing
- Cesium beam tube replacement
- Repairs support services
- Factory Acceptance Test

Seminars

- SyncSeminar, Neuchâtel-CH
- SyncSeminar abroad on request

World wide field services

- Site Survey
- Installation
- Commissioning
- Training
- Upgrades
- Repairs
- Support Level Agreements



CONCEPTION

Sync Concept

Oscilloquartz offers a range of consultancy services to assist customers in planning their synchronization network.

Our Sync Experts are available to :

- Design your network
- Diagnose any Sync Issue
- Guide to get the best Sync Performance
- Draw and conceive any Sync Network plan

Sync Survey

A network survey assesses and reports on the quality of synchronization within telecommunications networks. Any engineering project undergoes a planning phase, an implementation phase and a testing phase. Testing is the only way to verify that the system works according to the requirements. This is particularly true for systems that are planned and dimensioned on paper only. SyncSurvey is an efficient way of testing a synchronization network. It should be included in every synchronization project. Sometimes SyncSurveys are performed before and after the deployment of new synchronization equipment in order to evaluate the obtained improvement.

Sync Planning

A consultant closely works with the customer preparing a network synchronization plan including hardware and software configurations.



PROJECT DEPLOYMENT

Site Survey

With this service OSA engineer will supervise local personal in preparing the chosen sites prior to installation.

Factory acceptance test

Customer verify the conformity and the performances of the purchased units prior to shipment. Specific procedures applied according to customer requirements.

Installation & Commissioning

Oscilloquartz provides installation and commissioning services which ensure that the product meets the required specifications.

Optionally cabling to a distribution frame or directly to network elements can be undertaken as part of a turn-key installation.

On-Site Final Acceptance

Upon completion of the installation & commissioning of the equipment, a site acceptance procedure is performed to ensure operational aspects and "ready for service" capability.

On-Site & Factory Training

- **Product**
- **Sync Principles**
- **Maintenance & Operation**

Oscilloquartz believes that appropriate training is critical in order to keep the performance at a high level. The training program ensures that operators receive the necessary information to undertake installation, commissioning and operation.

The structure of the course depends on the type of product(s) purchased. The program covers **theory of operation**, after which participants will have the opportunity to get hands-on experience with the equipment. Participants receive basic theory of time and frequency as these are fundamental to synchronization and to adding customized additional levels.

Site training ensures that participants receive the necessary knowledge to understand the role of the equipment in the network and how it can be optimized for better performance.



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PROJECT FOLLOW-UP

Cesium Expertise

As a cesium beam tube reaches the end of its life, a replacement can be made so that the customer has a fully upgraded cesium reference. Not only will the tube be changed, but also all the other components are tested and calibrated to the original specifications.

Repairs

The Oscilloquartz after-sales facility undertakes repairs and testing on the full range of products. Upon request, the company can provide a maintenance contract.



SUPPORT LEVEL AGREEMENTS

The agreements can provide for quick and reliable assistance with systems operations, remedial services for hardware components, the elimination of reproducible errors that deviate from specifications in the latest unmodified releases of software, maintenance and other services.

Co-operative Fault Recovery Service

This service provides interactive assistance via e-mail, telephone, or fax for remote diagnostics of a customer's problem that occurs in the normal course of operation and maintenance of the equipment under contract.

When a service request is placed by the customer, a unique incident-ID is issued, and a severity level assigned.

On-site Diagnostic & Remedial Service

This added level of service coverage ensures the rapid and predictable deployment of on-site intervention for incidents which cannot be resolved by remote diagnostics support (CFR) or for which customer's own technicians are not positioned to undertake required remedial action.

When all means of CFR service have been exhausted without completely resolving the incident, an Oscilloquartz engineer is deployed quickly for on-site intervention.

Spares Supply Program

This service provides rapid and reliable dispatch of spares / exchange modules to allow for efficient exchange of faulty or doubtful hardware components covered by this contract.

Parts can be dispatched on the same working day for all phone request received before 15:00 hours CET.

Customer takes ownership of the replacement unit (no retrofit after repair).

This is an all-inclusive service. No separate repair charges or shipping costs will be charged.

Full Maintenance & Health Check Service

This service module adds preventive maintenance, upgrade services, and pro-active health checks to the remedial support. As part of the contract, one annual on-site intervention will be scheduled for preventive maintenance. This site visit will also include an in-depth analysis and interpretation of in-service monitoring logs. If necessary, respective recommendations will be issued for consideration by customer.

Also at the time of the maintenance visits, all system components will be updated to the latest firmware release levels, provided that such upgrades will not cause incompatibility with other existing parts of the system.





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SUPPORT LEVEL AGREEMENTS_(CONT.)

Software Support Service

This comprehensive service includes:

- Telephone, fax, or e-mail assistance for remote trouble shooting.
- Delivery of needed temporary patches or workaround procedures for installation/implementation by the customer.
- Delivery of all available software upgrades and maintenance releases of modules covered by this contract and for installation by the customer. Major new software releases which add significant functions and / or capacity will be offered to the customer at privileged introductory terms.

SYNCSEMINAR™

Oscilloquartz offers its synchronization know-how to the public through its state of the art SyncSeminar™ courses. The seminars are updated yearly to meet the new and more stringent requirements in the synchronization world. Oscilloquartz also holds regular training courses on network synchronization concepts and planning methods, including theoretical and practical



Contact us

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Oscilloquartz SA reserves the right to change all specifications contained herein at any time without prior notice.



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