

Nevion offers comprehensive professional services to its customers that provides assurance systems will be delivered to specification, on time and within budget.

Nevion's manufacturing process includes standardized factory-manufacturing testing to certify the proper electrical or functional operation of the manufactured product. The equipment is then shipped with a factory default configuration. After the equipment has been installed on-site and is ready for configuration Nevion offers either an on-site configuration service or an in-house (remote) configuration service. These services ensure that all elements in the system are set-up as intended. When the system has been configured Nevion offers a commissioning service to verify that the system is delivered according to its design objectives or specification.

On-site configuration (Item No. 19721)

A Nevion engineer will travel to customer site to perform on-site configuration of Nevion supplied HW/SW products. This is limited to 3 days per system including travel to and from a Nevion location to customer site. The configuration details, must be agreed / supplied to Nevion, prior to configuration. (EXCLUDES any travel and per diem expenses, billed separately).

In-house configuration (Item No. 19720)

A Nevion engineer will be available to perform configuration of equipment remotely on Nevion supplied HW/SW products. This eliminates travel time and expenses and is useful for customers that can make the equipment accessible for remote access. The configuration details, must be agreed / supplied to Nevion, prior to configuration.

The NevCare operation consists of a geographically dispersed team of engineers that provides worldwide email and phone assistance to Nevion's customer base.

Remote support services

Nevion understands that configuration and set-up of equipment is often a daunting task and offers a four hour and an eight hour remote support. This assistance is available for new equipment or for existing equipment that needs to be reconfigured.

Remote support 8 hour (Item No. 23204)

The eight hour remote support assistance allows trained Nevion engineers to engage directly with on-site customer engineers to help set-up and configure the equipment.

This will typically be facilitated through TeamViewer access or other sessions via other remote desktop applications to allow Nevion engineers to remote configure the equipment via local PCs.

The remote support 8 hour may be split into multiple sessions over time.

Remote support 4 hour (Item No. 24207)

The four hour remote support assistance is a shorter version of the 8 hour remote support service for smaller configuration jobs. The remote support 4 hour can not be split into multiple sessions and must be utilized in one session.

Benefits snapshot

- Proactive issue resolution
- Faster on-air deployment
- Cost savings and decreased time-scales

On-site commissioning (Item No. 19722)

A Nevion engineer will travel to customer site to perform on-site commissioning of Nevion supplied HW/SW products. The Nevion commissioning service tests and verifies that the system is working as intended. This service is a faster and less formal process than a site acceptance testing service (also available as an option). (EXCLUDES any travel and per diem expenses, billed separately).

Benefits snapshot

- Highly qualified engineers to help configure and setup equipment
- Immediate access to assistance
- Eliminates travel costs
- Decreased time to resolution

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Nevion offers a remote SW upgrade service to easily upgrade products with new embedded firmware and/or licenses. The process of upgrading and installing new firmware may vary, depending on the product to be upgraded. Upgrades are available through remote log-in via Web, telnet, SSH, or FTP. Once the new code has been purchased or is otherwise available it may be downloaded and installed. Nevion requires remote access to equipment. This access could be via a TeamViewer enabled local PC with access to the equipment.

Product remote SW upgrade (Item No. 23201)

Product/card remote SW upgrade per card/product. Includes availability of SW upgrade on FTP site for download, installation and configuration using customer specific settings.

With Nevion's pre-configuration service the delivery process is managed and your Nevion system is deployed more efficiently and is on-air faster. Whether the system is small or mid-size system, or has specific requirements regarding extending existing infrastructure, Nevion's time-efficient approach can be vital to helping accelerate your business and speed up installations.

Factory pre-config (Item No. 23202)

Factory pre-configuration of products, cards, chassis with specific SW, pre-loaded configuration parameters, mounting of card in chasis. Documentation of such is needed prior to shipment.

Equipment may be dispatched from a Nevion manufacturing plant to a customer location and re-distributed to customer locations or shipped directly to pre-defined locations.

Equipment will often need different configurations depending on customer requirements.

The equipment might have chassis with various internal modules, configurational options and parameter settings. Packaging may also include pre-defined shipping labels reflecting site destinations and configurations.

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Preparation matrix

Preparation	Hardware Configuration	Embedded Software Configuration	VideolPath Configuration
Assign resources	Unpack chassis and modules	Prepare software and review customer preference	Review customer configuration data and IP addressing. Review VideolPath management options design Maps, ports and node addresses
Review bill of material (BOM)	Review site design Install hardware modules and chassis configurations	Upload latest software and customer preference parameters (pre-assigned management and data IP addresses, node names)	Review ordered application and quantities of licenses and drivers.
Review network design	Label chassis	Run software check, verification process	Verify modules and nodes configuration versus licenses
Receive customer's site configuration	Pack and label shipping material		Configure basic parameters in all nodes: <ul style="list-style-type: none"> • Node names • Prepare ports app • Manage IP address • Node IP scanning ranges • Security and user profiles • SNMP
Delivery plan	Issue hardware configuration report	Issue module configuration report	Issue node inventory report