

The Televes logo is displayed in black text on a bright yellow rectangular background in the top right corner of the image.

**Televes®**



## **YOUR PARTNER IN PROFESSIONAL SERVICES**

TRAINING, CONSULTANCY AND TECHNICAL ASSISTANCE FOR TELEVES TELECOMMUNICATION SOLUTIONS



## WE ARE YOUR PARTNER IN PROFESSIONAL SERVICES

With 60 years of experience developing innovative and high-quality technology, Televes is formed by a team of highly qualified professionals to deliver training, consultancy and technical assistance services for all our technology solutions.

These days it has become clear that technology and communication systems are vital for the proper running of any business. However, IT managers have been challenged to make the most of this type of infrastructure. At Televes we are aware of how valuable proper management and support are, so we want to be a part of this challenge.

**DISCOVER OUR DIFFERENT SERVICES,** always adapted to you. Designed to ensure that your telecommunication infrastructures operate at peak performance with maximum reliability.

### SETUP

- Mounting and installing
- Configuration
- Commissioning

1

### MAINTENANCE

- Corrective and preventive actions
- Remote technical assistance
- On-site technical assistance
- Network monitoring

2

### TRAINING

- Specialised technical courses
- Professional certifications

3

### FURTHER PROFESSIONAL SERVICES

4

**So the professionals that make up your teams are highly qualified** but have less experience in planning a complex installation?

**Is your company adequately resourced** to start up services?

**Do you want your professionals to always be up to date in terms of training?**

*Put your mind at rest!*



1

SETUP



## SETUP

Every project is different and each partner has its own requirements. That is why our team of professionals is committed to gaining an in-depth knowledge of every area involved: planning, installing, integration and infrastructure starting tests. Our set-up assistance ranges from technical support to logistical needs.

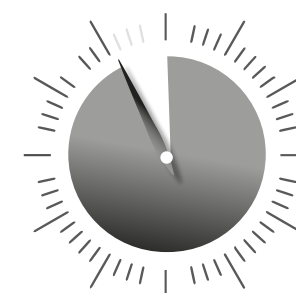
Once the date has been set for the setup, we just need the configuration information and requirements so every external factor is available.

Having completed the setup, we will deliver a comprehensive technical brief of the system where you will find the inventory of the installed network, the configuration information and also the results of the tests performed.

Our engineers will take care of every step in the set-up process, from the installing to the integration tests.

Rely on our service and  
**save time!**

### INSTALLING ON YOUR OWN



Installing and configuring the equipment, **as well as setting it up is performed without Televes.**

### EVERYTHING ON YOUR OWN

+TELEVES SUPPORT



Televes does not take part in the equipment installation, **but we do offer remote support to set it up.**

### EVERYTHING ON YOUR OWN



**Televes provides the equipment and the headend – preconfigured and installed in the rack in accordance with the infrastructure requirements. We offer remote assistance so you can set it up smoothly.**

### Why entrusting the commissioning to us?

At Televes, we make sure that the planning and organisation of every equipment and resource involved in every phase is performed thoroughly.



#### Quality assurance:

procedural and optimised activities guarantee the quality of the project.



#### Time saving:

thanks to our specialised engineers you can save time during deployment.



#### Return of the investment:

your own resources are still available so you can manage any relevant operation for your business.



The headends are supplied in racks. The equipment is configured and plug&play ready. Always adapted to the customer's needs.



## Mounting and installing

The brain of a telecommunications infrastructure is installed in the rack. Therefore, an organised headend – together with an appropriate connection of its devices – is essential for a successful commissioning.

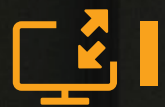
Our racks are supplied fully assembled in a user-friendly organisation. Modules are strategically arranged so connections and maintenance tasks can be easily performed.

Our manufacturing team plans thoroughly the rack assembly bearing in mind the optimal location of each element according to the network design required by each project.

**We also seek to optimise the energy efficiency depending on the heat distribution inside the rack.**

In the end, all the devices and cables are labelled so they can be easily identified. The way in which the different elements are connected is documented.

Having preconfigured racks minimise configuration times on-site, so the se-



## Configuration

tup becomes more efficient. That is why, apart from assembling the physical elements, we can pre-configure the elements in the rack.

Considering both the network design and the customer's requirements, every device and card is prepared for a plug&play installation.

Finally and after a comprehensive series of verification tests performed in local, the initial pre-configuration is documented.



## Commissioning

**THE FINAL AND CRITICAL STAGE OF THE COMMISSIONING CONSISTS ON RUNNING THE INSTALLATION WITH ALL ITS CONTRACTED SERVICES ENABLED.**

During this last stage, all the factors taking part in an integration intervene, such as the parameters required by the factors specific to the site or any unexpected events. **A remote qualified technical support is key to complete the project successfully.**

Apart from remote configuration of the devices installed in the infrastructure, our commissioning support service includes testing of the signal levels of all the working points as well as checking that the whole installation is interoperable.

**Last, the production mode is enabled in the system and the warranty period starts.**

### PROJECT DOCUMENTATION

**Having your documents in order is always a challenge...**

Projects fully implemented by Televes involve comprehensive documentation including the product inventory, references, versions and applied configurations. This information is up to date during the whole life of the project.





Televes

2

**MAINTENANCE SERVICES**



## MAINTENANCE

**A telecommunication infrastructure in working condition is essential for any business.** It is also an ongoing project: service upgrade, user modifications, new technologies, and many more. Maintenance tasks are essential and ensure that the installation is always fully operational.

Maintenance is multiplied exponentially when several technological solutions on different types of infrastructures and physical supports coexist.

At Televes – as providers of technological solutions – we want to provide our customers and partners with our expertise, **offering a specialised maintenance adapted to each project and installation.**

Our experience as technology manufacturers allows us to provide you with a wide technical team trained in different areas of expertise – engineering, industry, manufacturing, research, development, etc.



**OUTSOURCING MAINTENANCE ALLOWS THE CUSTOMERS IT TEAM TO FREE THEMSELVES FROM RECURRING TASKS SO THEY CAN FOCUS ON PROJECTS WHERE THEY CAN SURELY ADD MORE ADDED VALUE TO THE BUSINESS**

Together with all the advantages of entrusting the technical maintenance to the **manufacturer**, which is the only one to provide **level-3 support** that requires comprehensive understanding of the product.



## CORRECTIVE AND PREVENTIVE ACTIONS

This type of actions are necessary to be more proactive in addressing problems. They consist of **periodic reviews of the installations aimed at analysing and detecting unusual performances** that may lead to future incidents. A detailed report on the review is issued including, if there is a problem, a proposal of the recommended corrective actions to improve the infrastructure situation.

We also plan the software and hardware updates of the operational installations in order to minimise the impact on the users as much as possible..

## REMOTE TECHNICAL SUPPORT

**24/7 telephone support is worth it**, especially if the infrastructure is working on the same shift. We will assist you remotely by means of a securitised connection so that our engineers can perform a quick and accurate diagnosis of any incident in the infrastructure.

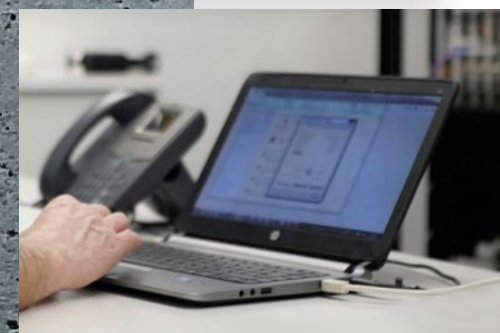
## ON-SITE TECHNICAL SUPPORT

Even if our wide range of certified partners are willing to solve this kind of tasks on-site, at **Televes we have our own team ready to come on site and solve any unusual event** that may arise.

## NETWORK MONITORING

We will **supervise in real time the correct performance of the infrastructure** through network monitoring. In addition, our centralised alarm system will warn us about any unusual operation.

Constant monitoring allows for counselling about the systems optimisation and the infrastructure interoperability.







3

## **TRAINING AND CERTIFICATION**



## TRAINING AND CERTIFICATION

At Televes we are committed to training so as to be at the technological forefront. We include here our partners and customers so they can have a deep knowledge of the company's solutions.

From the Televes Network Academy (TNA), we provide training to professionals willing to learn all about the technological solutions we offer. We teach them how to operate and/or maintain our full product and solution portfolio.

### Specialised technical courses

We have adapted the planning and contents of these courses to the students' availability and profile to ensure that they get the most of this training.

### Professional certifications

Thanks to TNA certifications, a partner can have the expertise to integrate the corresponding Televes solution successfully.

During this training, each student is given personal access to materials and to contact their assigned tutor, who will solve any doubt that may arise.

Training is beneficial for both professionals (more expertise and motivation) and companies (more productivity and competitiveness).

After completing the course and passing a test, students will obtain the TNA certificate, which is exclusive for Televes solutions.





# 4

## FURTHER PROFESSIONAL SERVICES

COLLABORATING HAND IN HAND WITH OUR PARTNERS ALLOWS US TO OFFER FURTHER PROFESSIONAL SERVICES AIMED AT FULFILLING OTHER TYPICAL NEEDS IN THE TECHNOLOGY INDUSTRY.

- Characterisation of infrastructures and cabling systems.
- Management of complex projects.
- Integration of other technologies on Televes infrastructure.
- Custom solutions given the specific customer's needs.
- System and technology migrations.
- Configuration back-up services and Cloud systems.
- Specialised technical support.
- Custom infrastructure and cabling systems.
- Rental of specific measuring equipment for setups, diagnosis, certification, etc.
- Technology renting.
- Other Televes "as a Service" solutions.

If you have not found what you were looking for  
**do not hesitate to contact us!**  
We will be happy to assess your project and offer the best possible solution.



[support@televes.com](mailto:support@televes.com)



**Televes®**

TV Distribution ■ DataCom ■ Hospitality ■ Lighting