

TAIT SERVICES PORTFOLIO



**EXPERTISE, RELIABILITY,
CONNECTIVITY.**


Increase confidence that your mission critical system will be available when things get tough with world class services supported by industry experts.

tait
communications



KEEPING YOU SAFE AND ON-MISSION

Unleash your team's potential with fit-for-purpose, critical communications solutions from Tait Communications.



For more than 50 years, Tait Communications has been designing, delivering and supporting critical communications networks for public safety, transportation, mining, oil, and gas, and utilities customers around the world.

Tait Communications helps you stay safe and on mission when the heat is on. From comprehensive radio networks with advanced data capabilities to support and managed services, you can trust Tait. Built with Kiwi ingenuity in Christchurch, New Zealand, we put your safety at the top of our agenda day in, day out.

We believe we can make the world a safer, better and more efficient place through our commitment to open standards, interoperability and better safety outcomes.

Tait solutions are customizable, versatile, flexible and built for every challenge. We uphold the principles of our founder, Sir Angus Tait:

**“ IF IT CAN SAVE
A LIFE, MAKE IT
TOUGH ENOUGH
TO SURVIVE
ANYTHING.**

PROFESSIONAL SERVICES

APPLYING DESIGN & ADVISORY EXPERTISE TO YOUR VISION

DESIGN SERVICES

- › Coverage Planning & Design
- › Detailed System Design
- › Products Selection
- › Functionality Planning
- › Capacity Planning
- › Frequency Planning
- › Backhaul Design
- › RF Systems Design

RF SYSTEMS DESIGN

- › Coverage Planning & Design
- › Frequency Planning
- › RF Site Engineering

CYBERSECURITY SERVICES

- › External Threat Assessment Report
- › Threat Monitoring
- › Vulnerability Assessments

CONSULTANCY SERVICES

- › Systems Advisory
- › Migration Planning & Change Management
- › Cybersecurity

DETAILED SYSTEM DESIGN

- › Coverage Planning & Design
- › Products Selection
- › Functionality Planning
- › Capacity Planning
- › Frequency Planning
- › Backhaul Design
- › RF Systems Design

SUPPORT SERVICES

ENSURING YOU CAN COUNT ON YOUR MISSION-CRITICAL SYSTEM

SUPPORT SERVICES

- › Technical Support
- › Network Monitoring
- › Service Desk
- › Remote Diagnostics
- › Break/fix Support
- › Warranties & Repairs
- › Preventative Maintenance
- › Support Packages

TAIT ASSURANCE

- › Extended Warranty (5 Years)
- › Technical Support (8/5)

TAIT ADVANTAGE

- › Technical Support 24/7 Phone/Online
- › Network Monitoring 24/7 (Option)

TAIT MANAGED

- › Network Monitoring & Service Desk 24/7
- › Technical Support 24/7 Phone/Online
- › Fully Managed Software Updates
- › Configuration Management

Options for:

- › Hosted Test Environment
- › Grade of Service Reports
- › Managed Radio Support for Field Users

IMPLEMENTATION SERVICES

SEAMLESS, STREAMLINED & TROUBLE-FREE

IMPLEMENTATION SERVICES

- › Project Management
- › Systems Configuration, Build & Installation
- › Acceptance Testing
- › Onsite Services
- › Radio Systems Installation & Commissioning
- › RF Site Engineering
- › RF Site Surveys
- › Network Core Migrations
- › Interference Mitigation
- › Site RF System Design

OPTIMIZATION SERVICES

- › Coverage Surveys & Verification
- › Client Specific Development
- › Systems Upgrades
- › Legacy Integrations

INTERFERENCE MITIGATION

- › RF Site Surveys
- › Site RF System Design
- › Onsite Services

RF SITE ENGINEERING

- › RF Site Surveys
- › Site RF System Design
- › Radio Systems Installation & Commissioning

RF SITE SURVEYS

- › Tower Mapping Surveys
- › Tower Structural Analysis
- › Signal and Noise Monitoring
- › Site Surveys

SITE RF SYSTEM DESIGN

- › Capacity Planning
- › Frequency Planning
- › Antenna System Design
- › Tx Combining System
- › Rx Multicoupler Design
- › Interference Mitigation

RADIO SYSTEMS INSTALLATION & COMMISSIONING

- › Project Management
- › Migration Planning & Change Management
- › Systems Configuration, Build & Integration
- › RF Site and Radio Commissioning
- › Acceptance Testing
- › Coverage Surveys & Verification

NETWORK CORE MIGRATIONS

- › Project Management
- › Migration Planning & Change Management
- › Products Selection
- › Functionality Planning
- › Capacity Planning
- › Onsite Services

TRAINING SERVICES

MAXIMIZING YOUR INVESTMENT & EMPOWERING YOUR PEOPLE

ONLINE LEARNING

- › Flexible, self-paced training

INSTRUCTOR-LED LEARNING

- › Real-time face-to-face approach

CUSTOMIZED COURSES

- › Tailored to your needs

TRAIN-THE-TRAINER

- › Empower staff to deliver training

PROFESSIONAL SERVICES

A critical communications system lifecycle may include researching, purchasing, commissioning, operating, upgrading and even merging multiple systems.

When this happens, and you need help translating your vision into a tangible and actionable plan, you can trust Tait Communications and our global ecosystem of partners to bring the required knowledge and skills to the table, drawing on over 50 years of extensive advisory and design expertise.

Our consulting services incorporate substantial specialist knowledge, offering services such as system migration planning and change management, cybersecurity and advisory services.

Our design services embed expertise and best practice to deliver quality outcomes and reliable performance. Key services include detailed system design, coverage planning and design, and capacity planning.

APPLYING DESIGN & ADVISORY EXPERTISE TO YOUR VISION

- › Expertise and experience
- › Customized and personal approach
- › Reduce costs by extending the life of your equipment
- › Maximum coverage, minimum cost



KEY PROFESSIONAL SERVICES

MIGRATION PLANNING & CHANGE MANAGEMENT

A major change or update to a communication system carries risk of significant disruption. A migration plan must look beyond simply replacing technical elements and consider factors like worker safety, business continuity, scheduling, human reaction to change, budget and other resource constraints. We apply our extensive experience of assisting others through this transition to plan a smooth technical migration around any re-use and constraints, then employ change management best practices to reduce risk and ensure success.

SYSTEMS ADVISORY SERVICES

Tait is a trusted and qualified solution partner able to draw on more than 50 years of business experience to offer bespoke consulting services relating to customer communication solutions. We will undertake research and investigations, analyze results, advise and report, as required. This service offers access to Tait experts to undertake independent consultancy or as participants in customer-directed activity.

CYBERSECURITY SERVICES

Cyberattacks and cybercrime have the power to disrupt, damage or destroy businesses, communities and lives. Tait's cybersecurity services are focused on visibility of vulnerabilities, from initial assessment through to mitigation opportunities. These services provide security posture transparency and create a clear pathway from identification through to protection.

DETAILED SYSTEM DESIGN

Detailed RF system design is crucial for ensuring optimum radio coverage and system performance. Tait engineers will engage with you to understand precise requirements. System design may include overall architecture, site and frequency selection, coverage planning and design, site surveys and site RF systems design.

COVERAGE PLANNING & DESIGN

Coverage planning and design for a critical communications system includes the coverage planning process, coverage prediction and the creation of the coverage design plan. Tait Coverage planning and design expertise spans five decades of delivering robust coverage design solutions. We understand coverage issues and have the right tools to predict, plan and verify a network coverage plan that meets, or exceeds, your expectations.



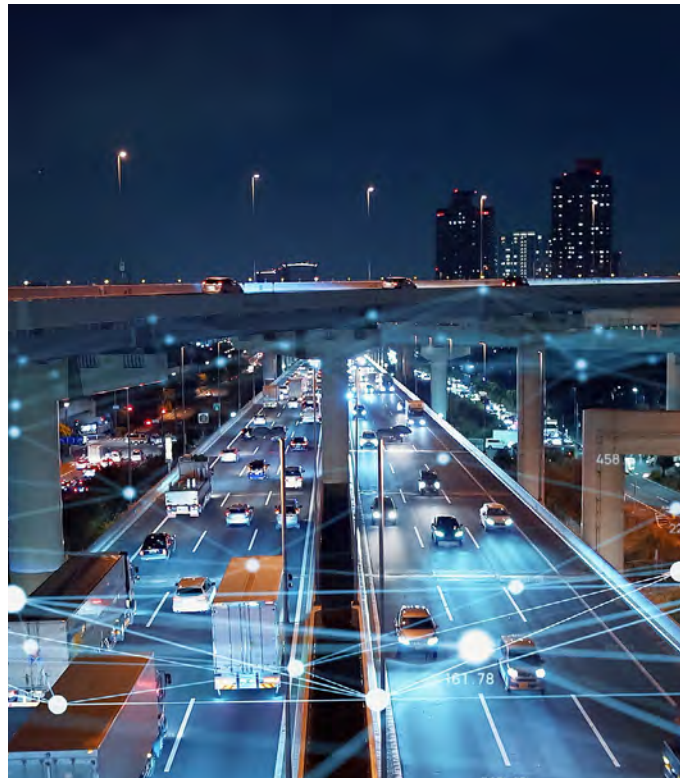
IMPLEMENTATION SERVICES

Implementation services help critical communications organizations to efficiently and successfully implement, integrate and optimize their systems and associated devices.

We offer a range of implementation and optimization services that are designed to support you right from initial implementation of your mission-critical system, and as you grow and evolve, and throughout the entire use of your critical communications system.

SEAMLESS, STREAMLINED & TROUBLE-FREE

- › 50+ years of implementation experience
- › Increased efficiency for earlier go-live date
- › Seamless service transition that supports the changes
- › Project management reduces risk



KEY IMPLEMENTATION SERVICES

PROJECT MANAGEMENT

Managing RF system projects can be time consuming and challenging when also focusing on day-to-day tasks. With many years of experience in critical communications, we understand the complexities and risks involved. A Tait Project Manager will oversee the project from signed agreement until project completion and signoff by the customer.

SITE RF SYSTEM DESIGN

Multi-channel, multi-tenant radio sites are challenging environments in which to achieve the expected coverage and interference free operation. And as the LMR radio spectrum becomes more crowded, there is also increasing pressure to co-locate more systems at radio sites. A good site RF system design ensures field radios can reliably communicate with base stations by means of radio frequency electromagnetic waves. Site RF system design aims to achieve optimum radio coverage and system performance.

RF SITE ENGINEERING

RF site engineering is a group of services that focus on the design, development, and optimization of systems and devices operating within the RF (radio frequency) spectrum. It can include site RF system design, RF site surveys and radio systems installation and commissioning.

COVERAGE SURVEYS AND VERIFICATION

Vital communications rely on coverage reliability and availability. Planning and predicting network performance through coverage modelling, then validating and verifying it on a live operating system can be challenging. Tait uses specialized tools to plan, assess and verify actual radio coverage.

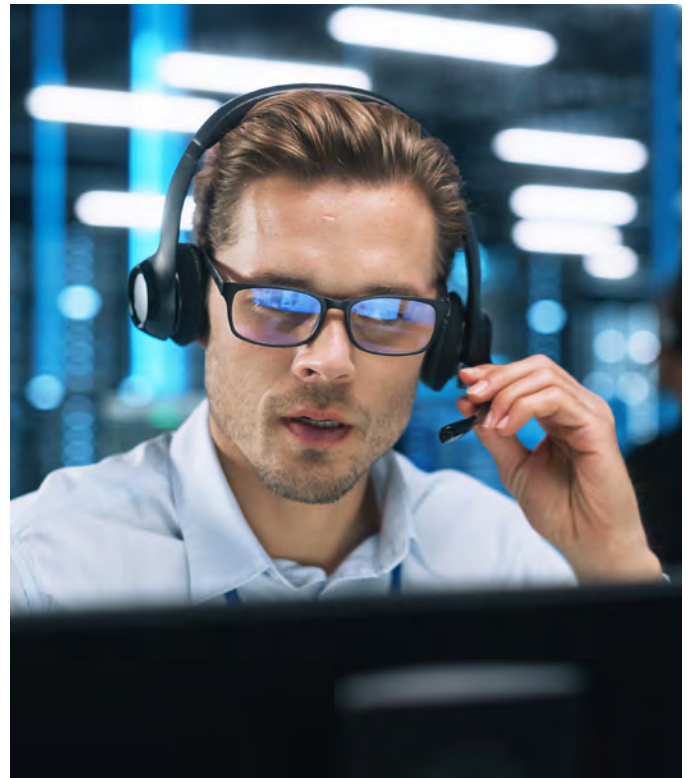
SUPPORT SERVICES & PACKAGES

Tait Support Services have been developed after years of expertise in working with diverse critical communications organizations. Our services are a unique blend of tools that work together to ensure the long-term success of your communications networks, to protect your investment and to maintain business continuity.

We also offer a range of support packages to assist our customers with managing their critical communications systems and devices.

ENSURING YOU CAN COUNT ON YOUR MISSION-CRITICAL SYSTEM

- › Peace of mind
- › Assistance when you need it
- › Proactive network monitoring
- › Industry expertise
- › Technical support



KEY SUPPORT SERVICES

TECHNICAL SUPPORT

We provide technical expertise and support to both our customers and to our global network of resellers. Our experienced engineers understand the urgency and priorities associated with managing and restoring critical communications environments. They are there to support and assist your teams when you need them.

TAIT ASSURANCE SUPPORT PACKAGE

The Tait Assurance Support Services Package is an affordable set of services that provides an extended warranty for your devices and associated software, and includes online assistance with any associated issues during business hours should they arise.

TAIT ADVANTAGE SUPPORT PACKAGE

The Tait Advantage Support Package incorporates all the benefits of Tait Assurance and also includes access to technical support 24/7 via phone or online portal, remote diagnostics, break/fix support, and optional 24/7 network monitoring.

TAIT MANAGED SUPPORT PACKAGE

The Tait Managed Group of Support Services further builds upon all aspects of Tait Assurance and Tait Advantage, managing your Tait network and offering true peace of mind for network managers. This includes a 24/7 remote monitoring and support service, preventative maintenance, managed upgrades and releases, configuration management, vendor management, along with optional additions such as a hosted lab service and test environment, Grade of Service Reports and managed radio support for field users.

TRAINING SERVICES

When working in a mission-critical environment every moment counts, so we want your teams to feel confident and competent using our equipment and software.

We have been producing radio equipment since 1969, and it is our belief that training is an integral part of that quality. Our philosophy is to produce customer focused training that allows our customers to operate, maintain and repair our equipment to ensure it is used at its highest potential. We aim to foster a deep understanding of key concepts and skills, ensuring knowledge is acquired and effectively applied in real-world contexts.

We empower your team to feel capable, ready to apply what they have learned and able to fully focus on the mission at hand.

MAXIMIZING YOUR INVESTMENT & EMPOWERING YOUR PEOPLE

- › Customised, and personal approach
- › Learning design expertise
- › Dedicated training team
- › 50+ years expertise embedded in training and resources
- › We empower your team to succeed



KEY TRAINING SERVICES

ONLINE TRAINING

Tait's online learning service provides flexible, self-paced training that covers a wide range of topics from foundational to advanced.

Designed to accommodate various learning methods and busy schedules, our online modules ensure learners can strengthen essential knowledge at their own pace, anytime and anywhere.

With a personalized dashboard to track progress and achievements, learners can stay engaged and on track with their learning goals.

INSTRUCTOR-LED TRAINING

Tait Instructor-led training can be delivered onsite at a customer location of choice or at a Tait training venue. These sessions can cover the operation and maintenance of all Tait equipment and infrastructure, configuration and monitoring tools.

This real-time face-to-face approach provides plenty of opportunity for active engagement between the instructor and participants, as well as interaction, question and answer sessions and feedback throughout the course.

It also offers the opportunity to reference real-life use cases and examples for participants, blending the course topics with relevant context to increase understanding.

CUSTOMIZED COURSES

Our training content is fully customizable to align with our customer's branding, specific product or system functionality, and to reinforce their internal business processes and workflows.

To further support long-term training goals, we offer a variety of delivery formats including webinars, online courseware, video tutorials, and interactive learning tools.

Examples of customized training content and delivery methods include content to match branding or product functionality, alternative delivery methods such as webinars or video tutorials and customized learning assessments.

TRAIN-THE-TRAINER

For organizations looking to build internal training capacity, the Tait "Train-the-Trainer" programs empower staff to deliver tailored end user training.

The Train-the-trainer service is a custom course designed specifically for the customer's own staff who will take on the function of training their team in the use of Tait solutions.



WE GO BEYOND FOR A SAFER WORLD.

**CONTACT YOUR LOCAL DEALER
FOR MORE INFORMATION
TAITCOMMUNICATIONS.COM/CONTACT**

Tait has taken every care in compiling this brochure, but we're always innovating and therefore changes to our models, designs, technical specifications, visuals and other information included in this brochure could occur. For the most up-to-date information and for a copy of our terms and conditions please visit our website.

The words "Tait", "Tait AXIOM", and the "Tait" logo are trademarks of Tait International Limited.

Copyright © 2025 Tait International Limited

Tait_B_Services Portfolio_V1 November 2025



Quality Management
ISO 9001



Environment Management
ISO 14001:2015



Occupational Health & Safety Management
ISO 45001:2018

 Tait Communications



tait
communications