PROACTIVE & RESPONSIVE *24/7 SUPPORT*

Tait Managed

DECREASE BUSINESS RISK.
INCREASE RELIABLITY.

Available in USA and Canada

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.**

TAIT MANAGED
24/7 SUPPORT SERVICES

Proactive and responsive support services decrease business risk and increase reliability of your critical communications network.

Tait Managed Services provide true peace of mind by decreasing business risk and ensuring ongoing service delivery. With Tait monitoring your critical communications network and maintaining agreed performance levels, your team is then able to focus on their primary mission.

Tait Managed Services is a group of services that supplements Tait Advantage[1] to deliver remote management of your entire Tait network infrastructure and, optionally, your Tait terminals.

Tait Managed includes 24/7 remote monitoring, with proactive investigation and resolution services, or customer notification of incidents, 24/7 technical support, managed upgrades and releases, extended warranties for the term of your agreement, configuration management, preventative maintenance, break/fix support, and vendor management.

It also optionally includes a hosted test environment, Grade of Service Reporting and Managed Radio Support for field users.

MANAGED INFRASTRUCTURE

This is the foundation of all Tait Managed Services and includes:

- 24/7 remote monitoring service
  - 24/7 technical support
  - Remote diagnostics
  - Extended warranties
- Preventative maintenance
  - Updates and release management
- Configuration management
- Vendor management

Tait Managed Infrastructure also includes optional access to a hosted lab and environment, and optional Grade of Service Reporting for advanced communications performance reporting.

1. Tait Advantage must also be purchased with Tait Managed.

REMOTE NETWORK MONITORING

Tait Managed Infrastructure includes 24/7 proactive monitoring of your Tait infrastructure and radio networks, reducing stress on your team and enabling faster resolution. Designated contacts are notified of detected incidents, a ticket is created with relevant information to track the response, and Tait engineers will act according to agreed protocols to achieve resolution.

24/7 TECHNICAL SUPPORT

We provide 24/7 access to our experienced technical support team for any questions or issues that might arise outside of our monitoring. Tait will manage the resolution, and keep you informed until the incident has been fully resolved.

REMOTE DIAGNOSTICS

Speed time to problem resolution by bringing expertise directly to the source. Following your security protocols, Tait Engineers access your network remotely to diagnose and recommend actions to resolve incidents in real-time.

EXTENDED WARRANTIES

Feel secure in knowing that Tait Communications designs and manufactures all its products with the highest quality of materials and workmanship, so we can confidently stand behind them for years. With a 5+years** extended hardware warranty, for your network infrastructure and, optionally, for your terminals, in the event a defect is found, Tait will promptly correct the problem through free repair or replacement*.

Our years of expertise alongside your extended hardware warranty ensures your device will be promptly and expertly repaired or replaced so you can get back to business.

PREVENTATIVE MAINTENANCE

Based on an agreed scope, Tait technicians or partners administer and carry out preventative maintenance activity. Tait engineers review the preventative maintenance reports and recommend changes to improve system performance as well as any necessary equipment replacement.

TAIT MANAGED
24/7 SUPPORT SERVICES

UPDATES AND RELEASE MANAGEMENT

We undertake management of your radio system software and firmware rollouts, and upgrades. We follow industry best practice when planning and scheduling changes, and work in consultation with you, preparing change request and rollback plans, monitoring change activity, upgrading using remote connectivity and other tools, and testing outcomes to ensure success.

CONFIGURATION MANAGEMENT

Tait captures, securely stores and maintains the configuration of all managed devices on the network, so that configurations can be quickly restored in the event of equipment swap-out or network expansion.

VENDOR MANAGEMENT

A communications solution often involves local field service partners for installation and support, or third-party equipment to provide non-radio functionality. With Tait Managed Infrastructure, the coordination of multiple vendors is taken care of for you. Tait provides a single support interface point of contact incorporating third-party equipment support and managing field service partners to provide on-site support.

TAIT REPAIR CENTERS

Tait designs and manufactures its products in-house using the highest quality materials and workmanship and Tait Repair Centers provide factory quality repairs by experienced Tait staff.

HOSTED LAB SERVICE AND TEST ENVIRONMENT (OPTIONAL)

Hosted lab service and test environment enables change validation prior to deployment. Tait hosts a model version of the customer network to support customized testing and verification. The customer's hardware and software elements of their radio network are replicated and we can also include other elements of the customer's solution if required. This replicated environment provides a means to validate changes prior to deployment in the live environment.

GRADE OF SERVICE REPORTS (OPTIONAL)

Grade of Service Reports provide insights and results against agreed service. We work with you to agree to a set of relevant, best-practice capacity and grade of service management policies. Tait then monitors network call activity and reports monthly on performance against those agreed policies.

MANAGED RADIO SUPPORT (OPTIONAL)

Managed radio support for end users means immediate help in the field when needed. For customers that also require assistance with their user device support, Tait Managed Subscriber can be added to provide all the key services to support users of mobile or portable radios in the field including:

- A service desk for radio system end users
- Configuration management of terminals
- Targeted software testing and software upgrades for terminals

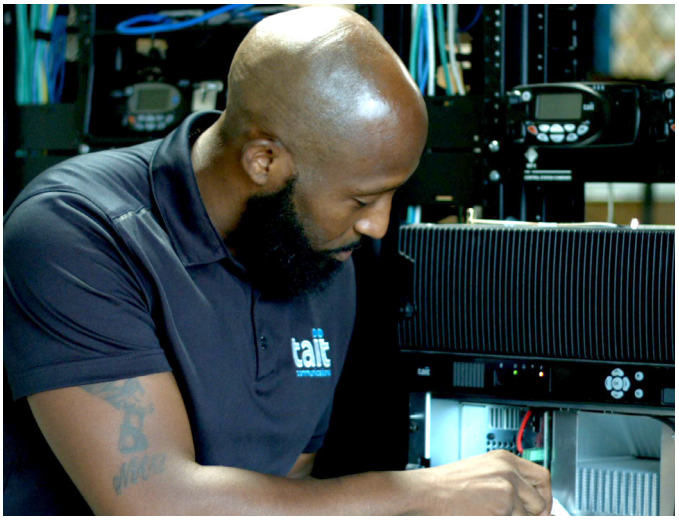
Tait Managed Subscriber can be further extended to include asset management for terminals, end user training and preventative maintenance for terminals for even more comprehensive radio support.

ITIL BEST PRACTICE SERVICE DELIVERY

Tait has adopted ITIL best practice and uses this framework for service management. With trained and certified ITIL staff, you can be assured of a professional and systematic approach to service delivery.

TAIT MANAGED
SUPPORT PACKAGES

SUPPORT PACKAGES	TAIT ASSURANCE	TAIT ADVANTAGE	TAIT MANAGED
	Tait Terminals and Tait Base Stations	**Tait Network Infrastructure and/or Tait Terminals[1]** **3rd party network equipment[2]**	**Tait Network Infrastructure and/or Tait Terminals[1]** **3rd party network equipment[2]**
Support Agreement Term	Extendible up to 5 years[3]	1-5+ years[4]	1-5+ years[4]
Repair Centre	•	•	•
Service Desk	8x5	24/7	24/7
Technical Support	Online	Online / Phone 24/7	Online / Phone 24/7
Software Updates	Self-service	Self-service	Managed
Release Management			•
Remote Diagnostics		•	•
Preventative Maintenance			•
Online Portal	•	•	•
Break/fix Support		•	•
24/7 Network Monitoring Includes agreed system elements (Tait & 3rd Party)	N/A	Optional Add-on	•
Extended Hardware Warranty	Included Extend standard warranty up to 5 years	Additional Cost Same as agreement term	Included Same as agreement term
Extended Hardware Warranty (3rd Party)	N/A	Option, where available from the OEM[5]	Option, where available from the OEM[5]
Configuration Management			•
Vendor Management			•
Hosted Test Environment			Optional Add-on
Grade of Service Reports			Optional Add-on
Managed Radio Support			Optional Add-on



1 Tait Advantage and Tait Managed can optionally include Tait terminals.
2 May include 3rd party equipment if agreed in scope. Contact Tait to discuss.
3 Tait provides standard 2-year hardware warranty for standalone terminals & base stations, extendible up to 5 years, as an extended hardware warranty. See terms and conditions for further information.
4 For Tait Advantage and Tait Managed support services packages we allow purchase of additional coverage beyond 5 years. Term can be extended by mutual agreement.
5 Tait can procure the OEM extended warranty and will manage claims. ***Note**: warranty term available may differ from the Tait term.*

TAIT MANAGED
SUPPORT PACKAGES

NETWORK MONITORING

24/7 Network Monitoring

Monitoring your critical communications network 24x7 365 days of the year and receive notifications when there are incidents or problems with your network.

Network monitoring is accompanied by regular reporting on status of incidents, network performance and a quarterly service review.

Notify and Resolve

Tait will notify you of any incidents and problems, manage the resolution, and keep you informed along the way until the incident or problem has been fully resolved.

Calibration and Testing

Repaired equipment is tested and calibrated using Tait factory standards to maintain consistency and quality.

PREVENTATIVE MAINTENANCE

System Performance

A Tait engineer or partner will review your system to ensure everything is running accordingly. Based on the reports, a Tait Engineer will put together a preventative maintenance plan for updating or upgrading equipment to restore to optimal performance.

Equipment

A Tait engineer reviews performance data to make informed recommendations for replacing equipment or updates to software.

Reporting

You will receive the full preventative maintenance report so that you can make decisions for upgrades that will keep your system running efficiently.

MANAGEMENT SERVICES

Configuration Management

The Tait team manages the configuration remotely of all managed devices on the network. Tait captures, securely stores, and maintains the configuration for quick restoration in an event of equipment swap-out or network expansion.

Vendor Management

Tait will manage installation and support of third-party equipment allowing one point of contact for any incident or problem with your entire radio network infrastructure. If on-site support is needed with a third-party vendor, Tait will organize field service partners to visit your site.

Release Management

The Tait team will manage your radio systems software and firmware rollouts and upgrades. Tait support engineers plan and schedule changes for minimal disruption. A support engineer will consult with you to plan change requests, develop rollback plans, monitoring the activity of the changes, and testing changes to make sure it operates successfully.

SUPPORT SERVICES

24/7 Service Desk

Access to Tait support engineers 24/7 who are fully trained in radio communications, IT and ITIL best practices, through a secure online service portal or phone.

24/7 Technical Support

Experienced radio engineers provide 24/7 technical support, assistance in configuring products, and operational and maintenance advice to keep systems running smoothly.

Remote Diagnostics

Tait support engineers can diagnose issues with your system using a secure remote connection, perform problem resolution activities or recommend a solution to resolve.

Break/Fix Support

If there is an incident, problem, or service request that is causing any downtime in your network, Tait support engineers are there to help resolve or escalate to L3 support to restore service as soon as possible minimizing your downtime.

Back-to-Back Support

Tait offers a single point of contact for support of products that are covered by the support service agreement, including partner products. If a partner product is found to be the cause of a problem or incident, a Tait support engineer will manage the resolution with the partner company.

TAIT MANAGED
SUPPORT PACKAGES

SUPPORT LEVELS

L1

Direct local support and maintenance by a local contractor or your employees (includes equipment replacement, on-site investigation, diagnosis, and configuration).

L2

Provided by Tait's regional support team and service management center. The support team can monitor, raise incidents, investigate potential cause for incident, manage the resolution, and escalate to L3 if necessary for resolution.

L3

Tait specialists with deep system knowledge and experience. They are there to guide an investigation, resolution of complex incidents and problems, and escalate to L4 if necessary.

L4

Tait expert staff who are involved in the design and development of Tait products and systems. They are there to investigate the most challenging problems and provide solutions.

SOFTWARE UPDATES

Software Updates

Managed software updates to protect from vulnerabilities, performance and stability, and minimize downtimes. The service management team will coordinate with you to update devices for you remotely with minimal downtime.

SERVICE MANAGEMENT SECURITY CENTER

Secure Access

Tait support engineers access managed service software using a secure VPN with application based two factor authentication codes (ex. Microsoft Authenticator).

Staff Vetting

All service management centre staff are police and public safety network vetted. Staff are vetted every 2 years and offshore checks are performed if staff have lived outside of the country. Only approved staff can access the service management area. Visitors may be given access with a 24-hour advanced written request that has been approved. Tait's service management centre is also monitored using cameras with DVR capabilities.

Network Security

The managed services network that hosts the customer services is physically and logically isolated from any other Tait network. Network monitoring is set up using a combination of on-premises and AWS cloud instances. Customer networks are accessed via a dedicated VPN tunnel and only accessed when an incident needs to be investigated or resolved remotely. Data is stored regionally and monitoring only accesses data with a consolidator by a request every few seconds. This gives live notifications but does not store any data.

Regional data storage locations:

UK and Europe data is securely hosted in the UK.

The Americas data is securely hosted in the USA.

Asia Pacific data is securely hosted in Australia

Tait is ISO/IEC 27001 compliant and follows security practices that align with that standard. Tait is audited annually by an external auditor to maintain compliance.

TAIT MANAGED
SUPPORT PACKAGES

REPAIR CENTER

Repairs

Tait Repair Centers handle diagnosing, servicing, and restoring Tait branded equipment. Contact Tait support to receive a Return Material Authorization number to start the repair process with Tait's regional or global repair center.

EXTENDED HARDWARE COVERAGE

Hardware Coverage

If your Tait hardware experiences a mechanical or electrical fault within the extended warranty period, Tait will promptly repair or replace your equipment[1] with new or refurbished parts.

1. Tait provides standard 2-year hardware warranty for standalone terminals & base stations, extendible up to 5 years, as an extended hardware warranty. See terms and conditions for further information.

OPTIONAL ADD-ONS

Tait Hosted Test Environment

Tait can set up a cloned environment of your network to support testing and verification of changes before they are applied to your live network.

Grade of Service Reports

Before support services commence, our team will work with you to agree a set of relevant, best-practice capacity and grade of service management policies. Tait then monitors network call activity and reports monthly on performance against those agreed policies.

Managed Radio Support

Tait Managed Subscriber can be used to provide support for radio system field users, including a service desk, management of the configuration of your terminals, and software upgrades and testing for terminals.

“ WE’VE SEEN A HUGE IMPROVEMENT SINCE WE’VE BEEN WORKING WITH TAIT PRODUCTS AND SERVICES.

— LUKE HAMSON

FLEET MANAGEMENT SYSTEMS
NEWMONT GOLDCORP BODDINGTON

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WE GO BEYOND FOR A SAFER WORLD.

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

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Quality Management ISO 9001

Environment Management ISO 14001:2015

Occupational Health & Safety Management ISO 45001:2018

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