

## **taii** MANAGED

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



Operating and managing critical communications has become increasingly difficult and costly as technology becomes more complex.

**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 build upon all the key aspects of **Tait Advantage** such as extended hardware warranties, 24/7 service desk, technical support, remote diagnostics and break/fix support, but also provide further options for managing your critical communications systems.

## MANAGED INFRASTRUCTURE

**Tait Managed Infrastructure** is the foundation of all Tait Managed Services and includes:

- 24/7 remote monitoring service
- updates and release management
- preventative maintenance
- 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.



## 24/7 REMOTE NETWORK MONITORING

Tait Managed Infrastructure includes 24/7 proactive monitoring of your **Tait infrastructure** and radio networks. 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.

## 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.

## 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 incorporating third-party equipment support and managing field service partners to provide on-site support.

## HOSTED LAB SERVICE AND TEST ENVIRONMENT (OPTIONAL)

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)

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)

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.

SUPPORT PACKAGES	TAIT ASSURANCE	TAIT ADVANTAGE	TAIT MANAGED
Repair Centre	•	•	•
Extended Hardware Warranty*	5 years	5+ Years**	5+ Years**
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		Optional Add-on	•
Configuration Management			•
Vendor Management			•
Tait Hosted Test Environment			Optional Add-on
Grade of Service Reports			Optional Add-on
Managed Radio Support			Optional Add-on

\* Tait provides a standard 2-year hardware warranty for standalone terminals & base stations, extendible by an additional 3 years for a total of 5 years, as an extended hardware warranty. Tait provides a standard 1-year warranty for any accessories or batteries. See terms and conditions for further information.

\*\* For Tait Advantage and Tait Managed support services packages we allow purchase of additional coverage beyond 5 years.



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Tait Communications 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 [www.taitcommunications.com](http://www.taitcommunications.com)

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