

RACOM provides a wide range of services and support for all its products. As part of pre-sales consultations, we will help you objectively select the most suitable equipment and solution for your application, while exclusive use of our products does not have to be mandatory.

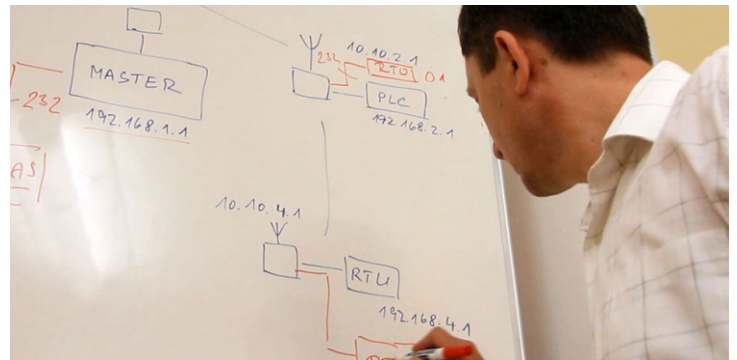
In the next step we will design and plan wireless networks.

Once the equipment is installed, we offer various levels of after-sales support from HelpDesk to proactive supervision. If you are interested, you can order customized training from us.

You can also use our services when you modernize your existing radio network, whether it was built on modems from RACOM or other manufacturers.

Consultation

During the free pre-sales consultations, we will discuss your application needs and its data transfer requirements in detail. We can estimate and calculate requirements for data speed, total network capacity, response times, etc. The output is the design of a data transfer equipment that meet the requirements of your application for its reliable functionality.



Design

Using state-of-the-art software (Pathloss) and digital models, we are able to theoretically model and calculate the feasibility of your radio networks or microwave links anywhere in the world. The output is a report that contains signal levels, recommended antennas including the height of masts and a detailed breakdown of other necessary material for individual sites of the network.

Project

If you are interested, we can verify the theoretical calculations on the spot, using the same device as will be used in the real network. We process the measurement results into a detailed project plan, which serves as a basis for the request for frequency allocation from the relevant authority. The project also includes other information necessary for the actual installation of the equipment.



Installation

In the Czech Republic, we are able to professionally install all the equipment the project requires, including the supply of all accessories. We then set up the network, activate it, test it and hand it over for use.

Abroad, we can offer professional supervision by our technician, who will train local staff.

HelpDesk

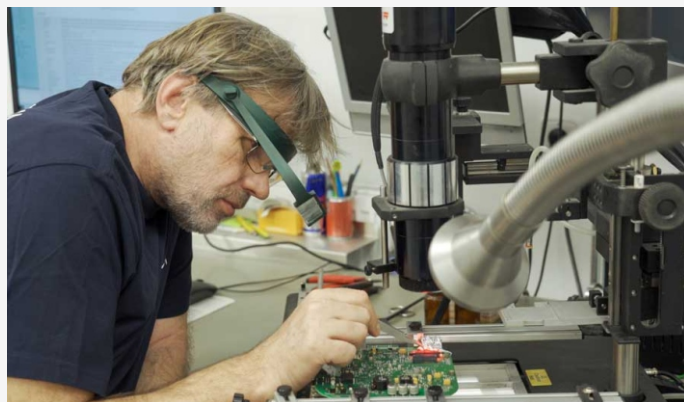
If needed, our technicians are always available at RACOM's headquarters or in Brazil office for consultations. As part of this service, you can call or write to them to resolve your problem. At the Basic level, this is provided free of charge – you only need to activate the service with RACOM. The HelpDesk is not tied to a specific network and depending on the agreed level of this service, you can have our technicians available up to 16 hours a day, 7 days a week, or with a guaranteed intervention time.

Supervision

Supervision is a higher form of HelpDesk, where RACOM has access via a VPN tunnel to the operator's network, or to the surveillance software that is hosted on the network operator's device. Thanks to this, the RACOM technician can perform better diagnostics and recommend adjustments in the network, and implement these after the operator's consent. Supervision is always tied to a specific network and is provided in 24/7 mode with a guaranteed response time from the request being reported.

Service

As part of this service, the network operator can order a RACOM technician for service intervention at the site of a breakdown. This service is provided on a per-order basis and is independent of the HelpDesk or Supervision services. RACOM always tries to meet the customer's needs and adapt the technician's site visit to their needs.



Repairs

We can also repair all the devices that RACOM has produced, as a matter of course. We have been able to repair our products for at least 10 years from sale. Warranty and post-warranty repairs are carried under the RMA (Return Merchandise Authorization) system, where the customer fills in a repair request on the RACOM website and then sends the device to our head office. Subject to availability, we also offer express repairs or loan replacement equipment for the duration of the repair.

Training

All information to go with our products is publicly available. Overview sheets, data sheets, info sheets, manuals, application notes, case studies, tutorial videos, etc. are available at www.racom.eu. We also organize webinars, and you'll find recordings of them there. If you are interested, we will train your technicians to your required level. We provide training by agreement online or at RACOM, or even at your place.

