



Services





Full Service Offering

Mimomax's Client Services team bring a wide range of services and support to our customers and are available at the end of the phone 24/7/365. From the pre-deployment phase where we can offer assistance with network design and planning through to the Operations & Maintenance phase covering activities such as Field Support, Repairs and Network Health Monitoring, Mimomax can support you throughout the course of your hardware deployment.



PRE-DEPLOYMENT PHASE SERVICES

Coverage Design & Path Planning

Using industry-recognized tools for either point-to-point path planning or multipoint coverage design, combined with up-to-date clutter and terrain data, our in-house design team can provide you with the best possible desktop assessments of link feasibility. You will be provided with a report summarizing any obstructions or recommendations plus expected performance, and, for multipoint networks, endpoint availability and best server predictions.

Site Surveying (Physical and RF)

Freeing up time for your internal resources, Mimomax can send one of our RF expert team members to attend customer selected sites to assess the suitability for radio equipment installation from a physical or RF perspective. The resulting reports will provide you with recommendations to optimize performance at that site including, for an RF Site Survey, key RF measurements such as RSSI plus recommendations for RF installation to achieve best performance.

Drive Testing (Exploratory)

Following an initial RF Design, this exploratory testing provides data on RF noise across the network territory thereby allowing the design team to provide a more accurate RF Network Design.

IP Engineering Workshop

Providing an upfront definition, confirmation and alignment on the IP architecture configuration for the customer Field Area Network, the IP Engineering Workshop results in an agreement between Mimomax and customer engineers on the abilities, limitations and expectations of the IP Architecture. During the workshop, consideration will be given to available bandwidth, IP Schema, Security, Segregation, VLANs, QoS, Static or Dynamic Routes (DHCH), IP addressing mode and Endpoint types etc.

RF Licensing

Saving time for the customer, Mimomax can coordinate and apply for new (or changes to existing) RF Licenses with the local frequency authority using data collected from any completed RF design work.

Radio Configuration

Enabling a plug and play approach for the customer, our team can preconfigure manufactured radios to agreed expectations, including but not limited to: frequencies, site information and IP specific settings as available at time of manufacturing.

Cabinet Design & Integration

Our team has plenty of prior experience with the ideal design and layout of cabinets for radio networks, combined with established cabinet supplier relationships. We can also provide integration services for hardware and software to save time during installation.

Customer Training

Tailored to the trainees' requirements, our experienced technical trainers can provide in-house or online training to ensure customer teams are fully equipped to operate their Mimomax network. Offering training durations of 1-3 days, our training sessions are interactive and provide plenty of practical demonstration plus hands-on exercises where required.

DEPLOYMENT PHASE SERVICES

Project Management

Gain access to an experienced project management resource with in-depth experience of similar wireless Telecom projects. Providing a direct line to the various Mimomax internal resources (development, logistics, manufacturing, etc) for input and updates, your Mimomax Project Manager can assist with streamlining the deployment phase of a large multi-point project.

Field Commissioning

Mimomax can offer field resource availability on the ground to perform or assist customer teams with the commissioning of Mimomax radios to ensure the solution is ready for operation. This service is executed by one of our highly trained field support engineers who can assist either at the start of the project (until the customer teams are familiar with the network) or can be engaged for an extended period to complement a customer's field deployment team.

Dedicated Back Office Support

Save one of your internal resources and outsource all of the back-office admin of a network deployment to a dedicated Mimomax Support team member. Assisting with the setup, roll out and management of a customer's Mimomax FAN solution, this resource can manage and facilitate a range of activities including configuration, documentation, troubleshooting, KPIs and training.

Documentation

Utilize one of our team with FAN deployment experience to help write documentation required to ensure a common understanding and consistency of the FAN solution set up and roll out. This service also helps to ensure the reliability of execution of relevant deployment tasks.

Drive Testing (Coverage Validation)

Following deployment of the Tier I Base Stations (or at defined key milestones) one of our RF export team can perform drive testing to validate the coverage provided by the RF Network Design. The resulting report can be used by customers to determine the requirement for alternative or additional sites to be deployed.

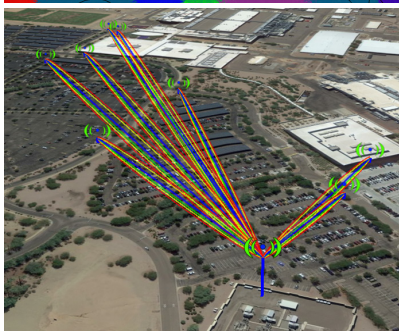
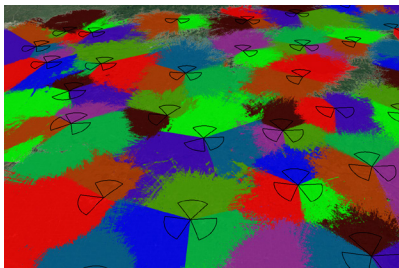
Why Ubiik Mimomax?

"Throughout this project, every member of the Mimomax team has been vastly knowledgeable about the products and always eager to answer any questions or help solve individual issues. The result is that they have ensured that Navopache Electric is getting exactly what we need out of their radios."

Jeremy Hellman - Navopache Electric

"The Mimomax team has done an outstanding job meeting SRP's needs. Their technical expertise, innovative approach and customer service have been very much appreciated. It is clear that SRP made the right choice to partner with Mimomax."

Chris Campbell - Salt River Project



OPERATIONS & MAINTENANCE SERVICES

Remote Support

Available 24 x 7 x 365, this remote service provides priority day-to-day technical support at no additional cost to address any customer queries, issues and enhancement requests. Assistance for all enquiries is available during (local) office hours with support provided outside office hours for critical/major technical issues that severely impacts the customer's Mimomax link/network.

Warranty & Repair (RMA)

Mimomax offers an additional pre-defined warranty (beyond the complimentary 15 month standard warranty) and the ability to return hardware for repair, both inside and outside of the warranty period, from either of our repair facilities (US or NZ).

Field Support & (Preventative) Maintenance

Free up your internal resources by engaging one of our expert field engineers to troubleshoot and, where possible, resolve issues. Our team member can also execute any preventative maintenance tasks as directed by the customer, in line with customer processes and documentation and can report their findings and outcomes.

Duplexer Retuning

Our in-house team has the skills, tools and materials to assist you to re-use existing radios by retuning them to a different frequency.

Network Health Monitoring

Using one of our experienced Support Engineers, we can take over the work of monitoring your network performance. From configuration through to determining any environmental factors impacting performance, regular proactive assessment and optimization of the Mimomax network performance can help to maximize return on investment.

Network Capacity Analysis

Designed to provide visibility of current link utilization (at the time of data collection), this service and the resulting report will enable planning for the future use of the network based on spare capacity.

MANAGED SERVICES

If human resources are in hot demand in your organization, let our team take a load off yours with our Managed Services. Providing a turnkey, end-to-end solution to manage many aspects of your Mimomax network, our Managed Services are designed to both optimize performance and make life easier for teams who are under pressure. To have a discussion about how our Managed Services could streamline your operations, contact your Regional Sales Manager for more information.

CUSTOMER EXPERIENCES



COMMISSIONING AND MONITORING TO SUPPORT STATEWIDE NETWORK IN MINNESOTA

With a statewide SCADA network spread across 56,000 square miles, Great River Energy (GRE) in Minnesota appreciated the ability to remotely monitor their network as well as utilize automation for some of their data collection.

During the first phase of the deployment, the team at Mimomax provided on-site support for Commissioning the radios with a dedicated support engineer working on site at GRE. Once the network was fully operational, Mimomax was engaged to run a Network Health Monitoring project. Monitoring performance criteria such as RSSI, signal levels and modulation, this project was designed to ensure the network was operating within expected parameters.

ON-SITE SUPPORT TO ASSIST WITH ARIZONA FIELD AREA NETWORK DEPLOYMENT

Over the course of a six-year Field Area Network deployment for Salt River Project in Arizona, the client services team at Mimomax carried out a range of services designed to assist with streamlining the deployment of the network.

From hosting IP Engineering workshops and training the SRP team through to a staff augmentation program with a Mimomax staff member located on-site at SRP to assist on a daily basis, our portfolio of services was utilized to improve implementation of the Field Area Network. Furthermore, during the early stages of the deployment, Mimomax Development Engineers were sent to work in-house at SRP on rotation to gain a greater understanding of the utility's needs.



About

Headquarters: Christchurch, New Zealand

Regional offices: Phoenix, Arizona

Combining a deep understanding of RF engineering with expertise gained from numerous deployments across the globe, Ubiik Mimomax provides utility customers with cost-effective, wireless communications solutions to support grid modernization. Advanced communications technology, including private LTE, coupled with sophisticated RF network design ensures our customers gain the connectivity and resilience required for mission-critical communications.

Contact Us Today

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