



Services & Support





Full Service Offering

Ubiik's Client Services team bring a wide range of services and support to our customers and are available at the end of the phone.



PRE-DEPLOYMENT PHASE SERVICES

Coverage Design & Path Planning

Using industry-recognized tools for either point-to-point paths or multipoint coverage design, 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 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, Ubiik 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 plus recommendations for RF installation. Alternatively, you can either rent or buy the required equipment from us to perform the data collection yourself.

Drive Testing (Exploratory)

Following an initial RF Coverage 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, the IP Engineering Workshop results in an agreement on the abilities, limitations and expectations of the IP Architecture. Consideration will be given to available bandwidth, IP Schema, Security, Segregation, VLANs, QoS, IP addressing mode and Endpoint types etc.

RF Licensing

Saving time for the customer, Ubiik 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 interactive in-house or online training of 1-3 days to ensure customer teams are fully equipped to understand the relevant technology used and operate their Ubiik network.

Lab Set Up & Assistance

Ubiik can provide an experienced engineer to assist with installation, cabling and configuration of the lab units to free up time for your in-house team and answer any first questions from your engineers. In addition, a basic test plan will be provided plus instructions on how to perform the tests to confirm performance of the equipment.

Interoperability Testing

To ensure that diverse systems work seamlessly, Ubiik can set up, test and verify that customer specific systems, components, and applications can correctly communicate, exchange data, and operate as expected. Using their in-depth knowledge of our solution, Ubiik engineers will validate comms protocols, data formats, and APIs and will document their findings.

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 Ubiik internal resources (development, logistics, manufacturing, etc) for input and updates, your Ubiik Project Manager can assist with streamlining the deployment phase of a large project.

Field Commissioning

Ubiik can offer field resource availability on the ground to perform or assist customer teams with the commissioning of Ubiik 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 Ubiik Support team member. Assisting with the setup, roll out and management of a customer's Ubiik 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 Base Stations (or at defined key milestones) one of our RF expert 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.

Provisioning & Solution Configuration (pLTE only)

To save time for customer teams, Ubiik can arrange SIM installation and provisioning of Ubiik base stations and UEs, prior to shipment. This service involves ordering, installation, configuration and testing of the SIMs to ensure correct operation.

OPERATIONS & MAINTENANCE SERVICES

Support & Maintenance

Available 24 x 7 x 365 or 8 x 5, this service provides day-to-day access to software updates and remote 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 link/network.

Extended Warranty (RMA)

Ubiik offers an additional pre-defined warranty (beyond the complimentary 15 month standard warranty) and the ability to return hardware for repair from our repair facilities.

Out of Warranty Repair

Irrespective of whether your faulty radio is in or outside of its warranty period, you can return hardware for repair to your nearest repair facility

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 and can report their findings and outcomes.

Duplexer Retuning/Replacement (MimoLink only)

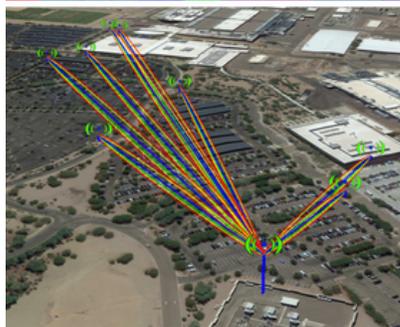
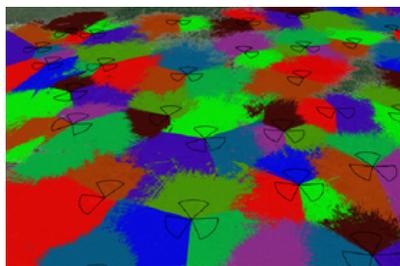
Our in-house team has the skills, tools and materials to assist you to re-use existing radios by retuning them to a different frequency.

Network Health Monitoring

Using one of our experienced Support Engineers, we can take over the work of monitoring your network performance on a temporary or long-term basis. From configuration through to determining any environmental factors impacting performance, regular proactive assessment and optimization of the Ubiik 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 Ubiik 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

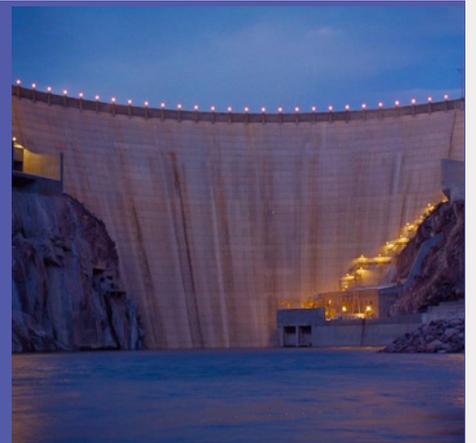


COMMISSIONING AND MONITORING TO SUPPORT STATEWIDE NETWORK IN MINNESOTA

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 Ubiik provided on-site support for Commissioning the radios with a dedicated support engineer working on site at GRE. Once the network was fully operational, Ubiik 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 Ubiik 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 Ubiik 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, Ubiik Development Engineers were sent to work in-house at SRP on rotation to gain a greater understanding of the utility's needs.



Why Ubiik?

“Throughout this project, every member of the Ubiik 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 Ubiik 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 Ubiik.”

**Chris Campbell - Salt River
Project**

About

Combining a deep understanding of RF engineering with expertise gained from numerous deployments across the globe, Ubiik provides utility customers with cost-effective, wireless communications solutions to support grid modernization.

Contact Us Today

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