



Monitoring & Maintenance

24/7/365 peace of mind that your network is always operating at its highest level.



personwireless.com







Do I Need a Monitoring & Maintenance Program?

Your organization depends on reliable, highly-performing wireless connectivity to support a myriad of key business functions. But when connectivity is interrupted, so is productivity. Pierson Wireless offers a variety of **Monitoring & Maintenance** programs that provide peace of mind and confidence your enterprise's wireless systems are operating at optimal levels.

Through our **Monitoring** programs, Pierson Wireless technicians proactively identify issues and outline solutions BEFORE your critical business functions are interrupted. Active monitoring solutions result in reduced expenses related to service visits, improved system performance, and increased satisfaction by system users.

Pierson Wireless' **Maintenance** programs assign highly-skilled technicians to quickly and efficiently resolve issues with your system.

Benefits of a Monitoring & Maintenance Program

-  **Network Monitoring** - 24/7/365 remote monitoring services are a standard feature in all Pierson Wireless Monitoring packages. Our network operations center (NOC) is staffed with highly-qualified wireless engineers that will respond to system fault conditions, degraded performance, or network outages.
-  **Diagnose and Resolve** - Pierson Wireless technicians will utilize performance analytics and system information to remotely address issues with your wireless infrastructure and chart a course for issue resolution, quickly restoring your system to its full functionality.
-  **Technician Dispatch** - In the event your system's issues cannot be resolved via remote connection, a Pierson Wireless technician will be dispatched to your system location for onsite service. A variety of packages are available from Pierson Wireless, giving customers flexibility with their IT budget and service level agreements.
-  **Technical Consultation** - Wireless systems can be complex, and you may have questions. Pierson Wireless engineers are happy to answer questions from owners and operators as part of our monitoring agreements.
-  **Firmware/Software Upgrades** - As technology advances, the installation of software and firmware upgrades are essential to the performance of a wireless system. Pierson Wireless remotely takes care of these critical updates as a standard feature in our packages. For those who prefer an onsite installation, that option is available.
-  **Monthly Maintenance Reports** - Monthly maintenance reports are available to customers as an add-on feature. Our reporting includes your current system status, as well as any alarms, dispatches, key performance analytics, and repairs occurring during the period.

Benefits of a Monitoring & Maintenance Program

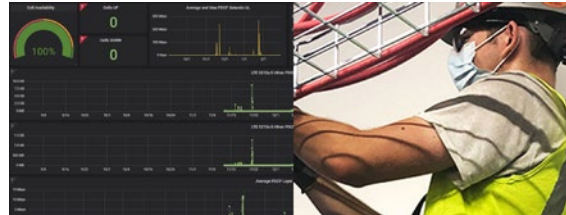
- ☆ **Annual Preventative Maintenance Service Visit** - We've all heard, "An ounce of prevention is worth a pound of cure." That rings true for your wireless system's performance. An annual on-site preventative maintenance visit will provide a thorough assessment of the system to characterize the system's health and to verify wireless service performance is optimized throughout the facility.
- ✔ **Network Baseline Assessment** - The Network Baseline Assessment measures the changes in your network from an established reference point. Pierson Wireless will measure and assess system coverage, network performance, and equipment condition, and then compile that information into an easy to understand report which can be used to ensure consistent user experiences.
- 📦 **Spares Management** - Pierson Wireless Spares Management provides physical inventory management and return services for failed components, a critical step in minimizing network outages.
- 📖 **End-User Operator Training** - Pierson Wireless End-User Operator Training offers customer technical leads with an overview of the wireless solution architecture and instructions on tasks frequently encountered in the daily operation of the wireless solution.
- ⚙️ **General Repairs** - When things go wrong, Pierson Wireless is there in your time of need. Pierson Wireless General Repair Services will perform the necessary repairs to restore your system to full functionality.

Monitoring & Maintenance Options



Monitoring Only

- ✓ Network monitoring
- ✓ Customer callout and notification
- ✓ Technical consultation
- ✓ A la carte optional services



Monitoring & Maintenance

- ✓ Network monitoring
- ✓ Diagnose and resolve
- ✓ Technician dispatch
- ✓ Firmware and software upgrades
- ✓ Technical consultation
- ✓ General repair
- ✓ A la carte optional services



Maintenance Only

- ✓ General repair
- ✓ A la carte optional services

For more information and optional services, please visit: piersonwireless.com/monitoring-and-maintenance/



THANK YOU!

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