

Safe and secure ATC communications

SERVICE SOLUTIONS FOR AIR TRAFFIC CONTROL

ROHDE & SCHWARZ

Make ideas real



CERTIUM

Security by design. Safety by culture.



Safe and secure ATC communications

CERTIUM®

CERTIUM®
ANALYSIS

CERTIUM®
VCS

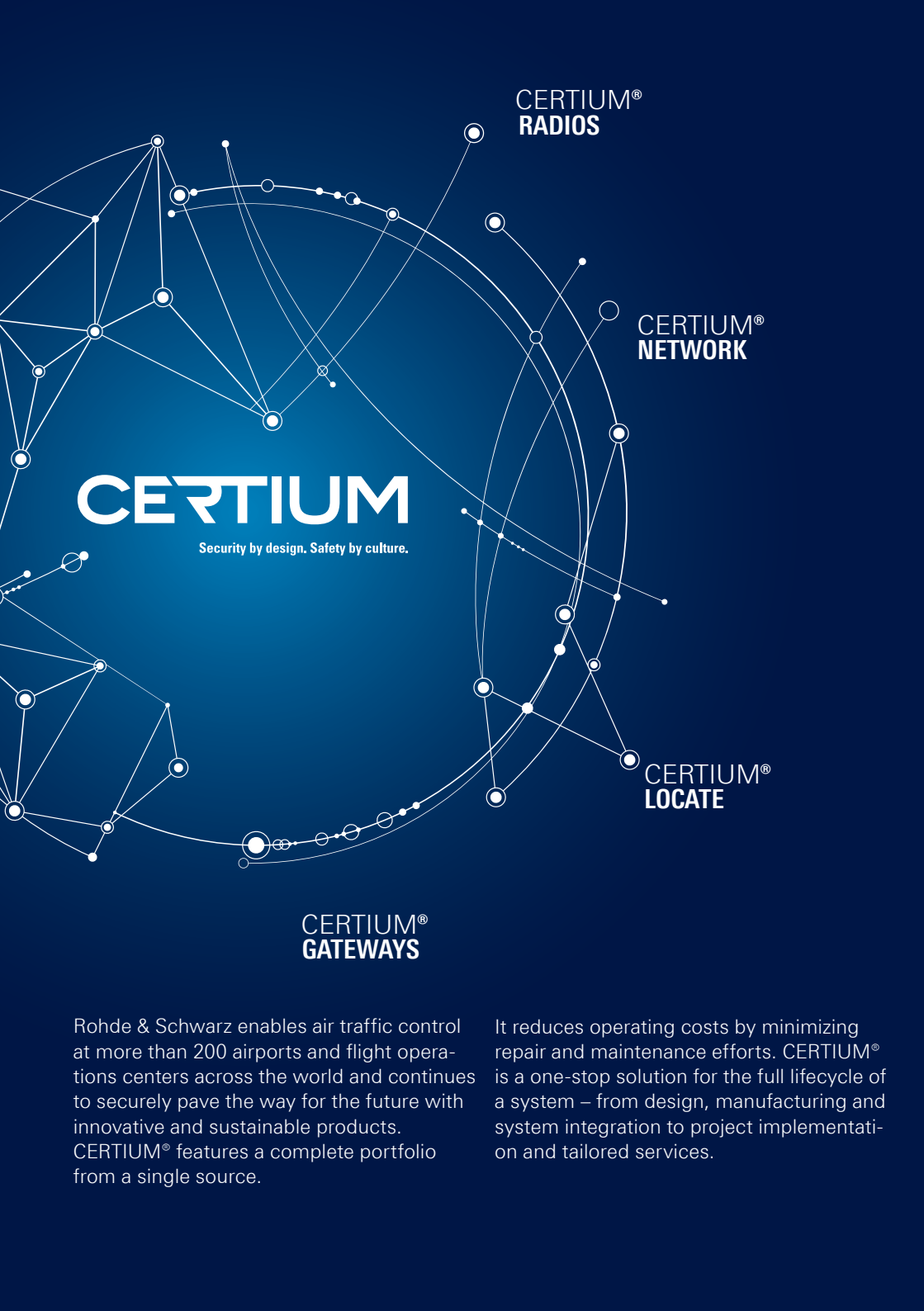
CERTIUM®
MANAGEMENT

CERTIUM®
SERVICE

Safe and secure ATC communications has a new standard – CERTIUM®. Increasing global air travel, rapid technological advancements, the growing threat of cyberattacks and limited resources pose great challenges for air traffic control.

Safety and availability are non-negotiable, and operations must also remain efficient and flexible.





CERTIUM®
RADIOS

CERTIUM®
NETWORK

CERTIUM

Security by design. Safety by culture.

CERTIUM®
LOCATE

CERTIUM®
GATEWAYS

Rohde & Schwarz enables air traffic control at more than 200 airports and flight operations centers across the world and continues to securely pave the way for the future with innovative and sustainable products. CERTIUM® features a complete portfolio from a single source.

It reduces operating costs by minimizing repair and maintenance efforts. CERTIUM® is a one-stop solution for the full lifecycle of a system – from design, manufacturing and system integration to project implementation and tailored services.

SAFE AND RELIABLE

Safe and secure ATC communications

Air navigation service providers (ANSP) and ATC organizations such as major airports with their own ATC tower operations have a huge responsibility to ensure safe, reliable and smooth management of air traffic. They also have to meet today's market-oriented demands for civil aviation. Solutions for this critical infrastructure need to be reliable, interoperable and cost-effective.

For the safe operation of airports and national air traffic control systems, Rohde & Schwarz offers – along with high-quality systems – innovative solutions and reliable end-to-end support as part of the CERTIUM® ecosystem over the entire product lifecycle.

Benefit from flexible service concepts with operational readiness and no hidden costs. Concentrate on what matters: safety and efficiency in your core business.

AT A GLANCE

- ▶ Ensure the long-term availability and operational readiness of your system
- ▶ Maximize efficiency and benefit from transparent costs
- ▶ A single trusted service partner to mitigate any risks to system operations

TAILORED SERVICES

Service solutions

Market-leading products meet superior service. In line with the company's philosophy, the high level of expertise does not stop after product development, but is maintained during the operational life of the products thanks to our service solutions.

We support you all the way to ensure your systems remain as reliable as possible and flexibly adapt our services to your specific requirements.

Your satisfaction is our primary quality objective. To find the best solution for your application and individual requirements, we have defined two packages (basic and advanced), which can be customized to meet your operational needs. For further information, please get in touch with us.

Service packages

		Basic	Advanced
Support Desk	Ticket system (web)	24 x 7	24 x 7
Technical support	Service Time (critical priority)	8 x 5	8 x 5
	Response time: critical	not defined	2 business days
	Response time: high	not defined	5 business days
	Response time: medium	not defined	10 business days
	Response time: low	not defined	30 business days
	Remote error analysis	-	✓
Software	Software updates	✓	✓
Hardware	Repair commitment	✓	✓
	Repair coverage	-	✓
Support functions	Obsolescence management	✓	✓
	Export management	✓	✓
	Service delivery management	-	✓
	Review meeting	-	✓
	Configuration management	-	✓
	Problem management	-	✓

SERVICE LEVEL ELEMENTS

Customized configuration at its best. We flexibly adapt our services to your specific requirements and emphasize your individuality instead of resorting to predefined standard agreements.

Our service level agreements pay off, especially when an extremely high level of system reliability is required.



24/7 PROBLEM REPORTING

Anytime and anywhere. We offer you problem reporting around the clock. Say goodbye to being stuck on hold in a customer service hotline.



TECHNICAL SUPPORT

We are your competent partner for all technical matters, and we are happy to provide you with advice and support.



REMOTE FOR ANALYSIS

Thanks to secure remote access, we analyze errors immediately and directly. Work with our experts to track down causes.



SOFTWARE UPDATES

Keep up to date. We proactively provide you with software updates via data transfer services.



REPAIR COMMITMENT

We will repair your products during the entire system entire life cycle, ensuring you remain secure.



REPAIR COVERAGE

We perform full repairs and bear all of the costs.



OBSOLESCENCE MANAGEMENT

Stay up to date on the supportability of your system and receive recommendations about innovative solutions.



EXPORT MANAGEMENT

We submit all the applications that are necessary to provide the goods and services in time.



SERVICE DELIVERY MANAGEMENT

We provide continuous monitoring, reporting and verification of the agreed service parameters, ensuring that all services are delivered to the right place at the right time.



REVIEW MEETING

We meet with you to analyze service performance and discuss how we can add more value to your business.



CONFIGURATION MANAGEMENT

Are you struggling to keep your information about SW and HW modifications up to date? Rohde & Schwarz is here to help.



PROBLEM MANAGEMENT

Complex or repetitive problems are a major source of annoyance. To solve them, we initiate a joint problem management process with you.

Rohde & Schwarz

The Rohde & Schwarz electronics group offers innovative solutions in the following business fields: test and measurement, broadcast and media, secure communications, cybersecurity, monitoring and network testing. Founded more than 80 years ago, the independent company which is headquartered in Munich, Germany, has an extensive sales and service network with locations in more than 70 countries.

www.rohde-schwarz.com

Service that adds value

- ▶ Worldwide
- ▶ Local and personalized
- ▶ Customized and flexible
- ▶ Uncompromising quality
- ▶ Long term dependability

Service Portfolio

www.rohde-schwarz.com/Service

Service & Sales Locator – Your local contact

www.rohde-schwarz.com/service-sales-locator

Customer Support & Online Services

www.rohde-schwarz.com/support-online-services

Sustainable product design

- ! Environmental compatibility and eco-footprint
- ! Energy efficiency and low emissions
- ! Longevity and optimized total cost of ownership

Certified Quality Management
ISO 9001

Certified Environmental Management
ISO 14001

Rohde & Schwarz training

www.training.rohde-schwarz.com

Rohde & Schwarz customer support

www.rohde-schwarz.com/support



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PD 3608.3832.32 | Version 01.01 | November 2020 (ro)

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