

ROHDE & SCHWARZ

Make ideas real

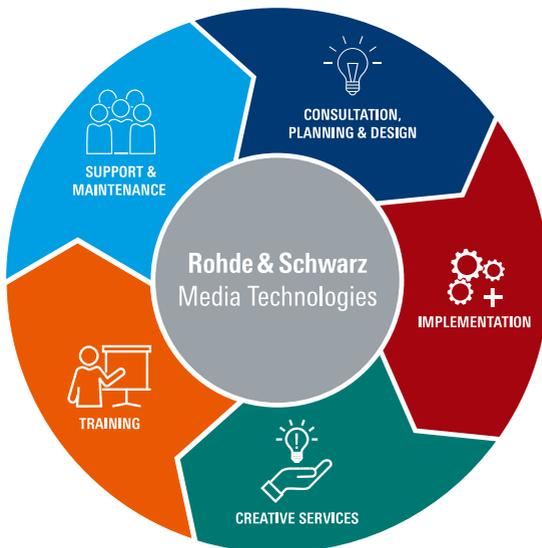


ROHDE & SCHWARZ MEDIA TECHNOLOGIES – PROFESSIONAL SERVICES



YOUR PROFESSIONAL PARTNER TO SUPPORT YOUR BUSINESS

Rohde & Schwarz Professional Services is the decisive factor when you decide for a new solution to support your business longterm.





You may need assistance:

- ▶ **Expertise** – our team are not just experts in Rohde & Schwarz Media Technologies products and services, they also have vast knowledge of the industry as a whole.
- ▶ **Knowledge** – keeping up to date with the future of our industry allows us to advise on how to future-proof your investment.
- ▶ **Experience** – our Implementation Team has decades of experience working for Broadcast & Media customers, service providers and with technology vendors. They work as an integral part of your team.
- ▶ **Workflow & Technology understanding** – Having dealt with numerous Broadcast & Media customers implementation projects around the world, we understand your workflow and the integrations you want or need with existing technologies.

Overview

Rohde&Schwarz has many decades of expertise in broadcast and media technology and takes pride in providing the best solutions and services from concept to completion. As specialists in our field we believe to understand many of your issues and concerns. It's not all about the technology. It's about engaging all relevant personnel to provide not only a solution for your business but an inspirational goal for others.

Taking the consultative approach to any project, regardless of the size or location, is vital for us to understand your business and goals. By listening and working collaboratively with all stakeholders we will achieve a solid knowledge of your requirements and identify the technologies and economics that match and support your overall objective.

We hope that working with us as your partner will help shape your ultimate vision. Understanding a project lifecycle is critical to the success of our approach. Trust, credibility, experience and confidence come as standard so that you can focus on your business.

SOLUTIONS DESIGNED TO INCREASE YOUR PRODUCTIVITY

Rohde & Schwarz designs your customized solution to solve your requirements to futureproof your business growth.



Consultation, planning and design

Our Solution Managers work in close consultation with you to optimize the most appropriate solution that satisfies the scope, budget and time schedule for your specific requirement. From an initial project idea, through to the conceptual and critical design phases, the final design will include a detailed construction and workflow documentation.

Our staff are highly experienced in the art of detailing the varying needs across your business, which not only ensures all expectations are correctly met but also that the best service is delivered for you to benefit immediately and in future operations.



YOUR PROJECT WE MAKE IT REAL

From concept to completion Rohde & Schwarz manages your project to ensure a fast and organized deployment of your solution.



Implementation

Creating and implementing the plan is one of the most challenging aspects of any project and therefore working closely as a team of trusted professionals, with all stakeholders in agreement, is vital. During the implementation phase our Solution Managers with the Implementation Team works hand-in-hand with you as the customer to ensure the project is delivered efficiently, according to the agreed timeline and within budget.

The goal of all projects is to deliver on time according to quality standards, expectations and managing any potential risks. Our experienced Solution Managers use project management methodology along with a tried-and-tested pragmatic approach to project delivery.

What we do

- ▶ **Product Installation** – The scope is to ensure that your Rohde&Schwarz products are properly and safely unpacked, racked and cabled with minimal disruption to your business operations.
- ▶ **Product Commissioning** – The scope is to setup your Rohde&Schwarz products and verify they are operational and performing, based on functionality and according to the Rohde&Schwarz Standard product specification.
- ▶ **Solution Configuration & Commissioning** – The scope is to implement the Rohde&Schwarz products into your existing environment to meet the your specific needs and requirements to create a solution that is customized for your unique business needs.
- ▶ **Project Management** – The scope is to ensure that your Rohde&Schwarz solution has a smooth project delivery, is completed on time, is within budget, and with your satisfaction, with a clear communication and reporting throughout the project implementation.
- ▶ **Acceptance Test Support** – The scope is to ensure that your solutions needs and requirement meet your specified requirements and is ready for deployment.
- ▶ **Parallel Run Operation Support** – The scope is to ensure that in the pre-launch phase of the project you can build confidence in the solution and have the last fine tuning before final On-Air/Go-Live.
- ▶ **On-Air/Go-Live Support** – The scope is to ensure that your Rohde&Schwarz solution is fully operational and performing optimal in an real life pre live environment.

ACCOMPLISH THE MOST WITH YOUR ROHDE & SCHWARZ SOLUTION

Rohde & Schwarz Training Team helps you to make your staff the experts, whether they are creative, technical or operational.



Training

Training is essential to gain the maximum business benefit and Rohde & Schwarz will deliver training for the product, solution or complete system as required for the project. Rohde & Schwarz can deliver bespoke in-house, on-site or remote training according to customer need/delivery.

Training Team

Rohde & Schwarz is proud to have an in-house training team made up of industry experts with decades of experience within the Broadcast & Media industry. Our team has extensive knowledge of our products and services, as well as the wider industry, allowing them to provide comprehensive training to our customers. The team will work with you to determine what training is needed and then ensure our training experts provide the knowledge and skills to your staff.

Training Benefits

Training is crucial to ensure your team can use them efficiently and effectively. Our training program offers tailored courses taught by experienced instructors, designed to help your team master the use of your Rohde&Schwarz solution. By investing in our training, your team can streamline their workflows, produce higher quality content, and achieve better results for your business. Don't let a lack of training hold your company back.

Training Categories

- ▶ **Operational** – focuses on teaching your users how to operate a particular parts of the solution effectively to carry out their day-to-day tasks.
- ▶ **Creative** – focuses on teaching your creative staff how to create an implement for example exciting new television branding with the current available graphics tools. Allow your creative staff to use their time creatively by optimizing the automation and reduce the need to create unnecessary amount of versions for the same graphic.
- ▶ **Technical** – focuses on teaching your support team to have all the knowledge they need to maximize the up time of the system. The training covers subjects such as the hardware, workflow, configuration, trouble shooting, logging, software updates etc.
- ▶ **Superuser** – focuses on teaching your senior staff who oversees the operation of the system and assist in the implementation of the system. After the solution goes live, superusers may be involved in the modification of the workflow and other changes.

EXCITING BRANDING TO DIFFERENTIATE YOUR CHANNELS

Powerful, sophisticated branding is one of our core skills at Rohde & Schwarz. Exciting brands differentiate your channels from your rivals.



Creative Services

In order to turbo-charge your creative processes either with a new brand or a channel re-brand Rohde&Schwarz offers a full suite of creative services that will get your channel on-air quickly and with the best possible brand image. You can learn how to do this yourself, work alongside our experts, or we can do it for you.

Our in-house Creative Services team is highly experienced in creating unique eye-catching designs for our clients, with attention to detail and expertise throughout the whole design process.

We have direct experience of branding and rebranding with broadcasters from all over the world and we can help your own creative and design teams by making the 'Design to On-Air' process more efficient and reduce your time to launch.

In addition, our experts will work very closely with your head designer (or design team) to ensure that all the powerful feature sets of our solutions are fully understood for your particular needs. As the design process continues your team will have easy access to our experts by phone, remote access or site visit to help ensure that you always use the best ways to achieve the desired visual impact on screen.

EFFICIENT OPERATION WITHOUT THE TROUBLE

Tailored maintenance and support to complement your existing skillset and be the long-term partner to secure a smooth and efficient operation of your Rohde & Schwarz solution.



Support and Maintenance

Confidence in on-going support is imperative once your system is deployed and operational. Rohde&Schwarz takes great care to maintain the high standards of reliability that have been delivered over decades of successful installations. The aim of our support team is to provide prompt, skilled and friendly assistance to any incoming enquiry and to help your team proactively manage your system by monitoring built-in alerts in order to ensure a high degree of preventative maintenance.

Our world wide support team is here to assist if there are any questions about operational or technical aspects of your product or system. We offer several different levels of ongoing support depending on your product, solution or business requirements. Support levels can be tailored to complement the skillsets in your organization leaving you to focus on the more important aspects of your business.

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 at Rohde & Schwarz You're in great hands

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

Media Technologies Solutions

https://www.rohde-schwarz.com/solutions/broadcast-and-media/overview/broadcasting-overview_229836.html

Media Technologies Professional Services

Link https://www.rohde-schwarz.com/us/solutions/broadcast-and-media/professional-services/media-professional-services/media-services-overview_256433.html

Contact Media Technologies Support

https://www.rohde-schwarz.com/us/manual/r-s-media-technologies-service-support-manuals_78702-1334656.html

