

ROHDE & SCHWARZ

Make ideas real



PROFESSIONAL SERVICES THAT ADD VALUE



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.

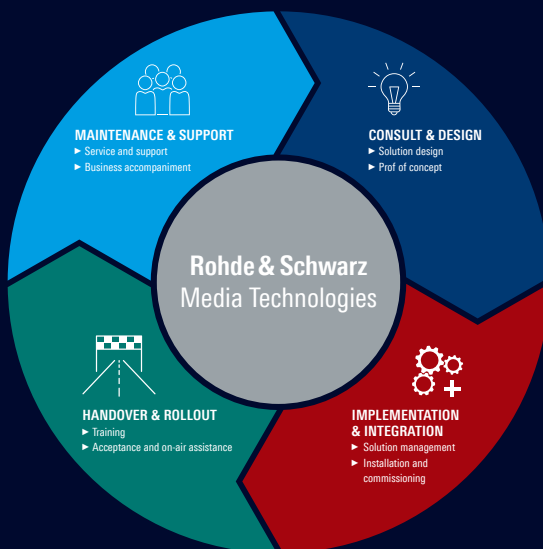


Overview

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 architects 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.

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 and integration

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 Professional Services team works hand-in-hand with you as the customer to ensure the project is delivered efficiently and according to the agreed timeline.

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

YOUR PROJECT WE MAKE IT REAL

In partnership with your key stakeholders Rohde & Schwarz ensures your team are perfectly equipped to deliver a smooth transition for acceptance and go-live.



Handover and rollout

Trusted relationships are key to the success of any project rollout and handover to the operators and engineers who will be running the live system. During the design and implementation phases handover and rollout details will have been agreed in advance. The Rohde & Schwarz Professional Services team will deliver the solution and work together with you to ensure the products or system is fully tested and approved before the go-live.

Training is essential to a smooth go-live process and Rohde & Schwarz will deliver agreed training for the product, solution or complete system as required of the project. Rohde & Schwarz can deliver bespoke in-house, on-site or remote training according to customer needs. System documentation will be handed over to the customer upon acceptance of the delivered project.

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.



Maintenance and support

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 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, system 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 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

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Rohde & Schwarz Media Technologies Professional Services

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