



Wireless Link Maintenance

Preventative maintenance of wireless links to ensure continued reliability from existing installation, including link usage statistics for informed planning and development.



Applicon

Wireless Link Maintenance

WHY MAINTENANCE ?

Most wireless links are installed and forgotten until performance has either degraded to unusable limits or the link is no longer functional.

Preventative maintenance can generally stop this from occurring. Bi-Annual inspections ensure cabling, antennas, structure and connectors are all healthy and serviceable, whilst ensuring line of site and link integrity are still acceptable.

SERVICE OFFERINGS

Applicon are able to provide a range of services to ensure comprehensive link maintenance. These services may be tailored to your specific needs or purchased as a complete maintenance package.

Site Inspections, must be carried out prior to the commencement of a maintenance contract. These inspections will be used to recommend any modifications or immediate maintenance issues potentially effecting reliability or performance.

Security Audits. There are many levels of security available for wireless installations. Regardless of the type of installation, security features should be implemented. Applicon will conduct an interview with you to best decide the level of security required for your applications. We will then audit your wireless installations to ensure these security policies are in place.

Bi-Annual Maintenance inspections should be carried out. These inspections will identify areas of concern and recommendations to remedy them. Inspections include

- Weather proofing on connectors
- Damage to cables or antennas
- Signal levels compared to previous baselines
- General structural integrity
- Potential line of site obstructions
- General housekeeping

Vendor Hardware Maintenance. For non-critical links vendor backed hardware maintenance is generally acceptable. This type of hardware replacement warranty is generally next business day replacement of faulty hardware.

Locally Based Spares. Many links are considered business critical, downtime of a day or more is unacceptable. In these cases Applicon are able to offer Perth based spares for hardware maintenance. This is generally a 4 hour response for hardware replacement.

24x7 Helpdesk. Applicon are able to offer a 24 x 7 helpdesk manned by an experienced engineer. Often phone support is all that is required to solve a problem, if not then the 24x7 helpdesk can be used to initiate a service callout based on your current maintenance level.

Breakdown Callout. Applicon maintain an experienced team of wireless professionals able to respond to breakdown calls. This response will be in accordance with the level of maintenance purchased, or as soon as availability allows in the case where no maintenance has been purchased.

Remote Monitoring services are available to ensure the continued performance of links on a 24 x 7 basis. This data may be collated into monthly usage reports allowing ICT professionals to accurately plan upgrades or expansions.

Wired Network Troubleshooting. Our engineers all have extensive wired networking skills, ensuring an holistic understanding of the data network. Often problems manifesting in wireless links are caused by issues on the wired network. "Wireless only" engineers will be unable to identify and rectify these problems.

Applicon is ISO 9001:2000 certified and is committed to meeting the highest standards in both Quality and Occupational Health & Safety. We believe that imposing these standards on our own organisation is a prerequisite to delivering excellence in the marketplace.

CONTACT DETAILS

Head Office & Postal
12 Fisher St,
Belmont, W.A. 6104

Phone: +618 6466 4600
Fax: +618 6466 4601

Web: <http://www.applicon.com.au>
Email: sales@applicon.com.au

Applicon Australia Pty Ltd
(ABN 68-060-003-143)

