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WIRELESS BRIDGES

Secure links
Fast throughput
PtMP, PtP and Pt2P

NETWORK DESIGN

Security 802.11i
Data speed
Reliability

NETWORK INSTALL

Experienced Installers
Minimum down time
802.11t

SECURITY TESTING

Full security testing
Ensure your security
WEP, WPA, 802.1X, 802.11i

HOTSPOT SOLUTIONS

Offer internet access for visitors
Attract more business visitors
Increase your company profile
Retain 100% of revenue!

DigitalAir



ZONE

www.digitalairwireless.com
CALL: 0845 095 9434

Wireless Network Support

DATA SHEET

DigitalAir Support Options - Gold - Silver - Bronze

DigitalAir has a proven track record of advising on and implementing IT strategies and systems that enable small and medium-sized enterprises (SMEs) to grow. Using our proven support methods, we can provide SMEs with a wide range of services, from IT support to fully managed wireless support services.

Flexibility, responsiveness and cost-efficiency are the key benefits of our support services. We provide enterprise-level support to SMEs, which means you can take advantage of the advanced support services we have developed for our enterprise clients.

Customer Testimonial

“ The great thing about DigitalAir is the personal way they offer support. We have our own dedicated support person available to us 24Hrs!'. The DigitalAir team not only finds the problem and sorts out the solution, but they always work to prevent the problem the next time round!

Ionix Digital Communications Ltd ”

Telephone Support

Software telephone support is available for all DigitalAir systems. The different level support contracts available are listed below. However, contracts can be defined, in collaboration with our customers, to meet their specific needs. In the past we have provided levels of support ranging from a once-a-year-appraisal; to twenty four hour, seven days-a-week, total support for business critical networks.

DigitalAir Level Bronze

Monday to Friday - 0900 to 1700 (Ex Bank Holidays).

DigitalAir Level Silver

Monday - Sunday - 0900 to 1700 (Ex Bank Holidays)

DigitalAir Level Gold

Monday to Sunday - 24 hours. (24/7 365)

This service provides a customer with telephone access to a DigitalAir support engineer - either immediately or by return call within one hour. The service is intended to provide assistance to a customer's engineering or operational staff in order to restore their wireless network to service.

Out of hours support is provided through the use of a dedicated mobile telephone number which will connect the customer to the engineer on call. This number is provided to customers on receipt of the appropriate signed support contract.

Remote Diagnostics to your wireless network.

An optional addition to the telephone support package; Remote Diagnostics permits the DigitalAir support team with details of a problem and then enables an engineer to directly access, examine and, wherever possible, correct problems with the affected wireless system. This should reduce the length of time that a customer's staff are interrupted from their normal duties and improve the speed of problem resolving. Where problems are identified that cannot be corrected remotely, customer staff will be advised on the actions to be taken. Once these actions have been completed the remote diagnostics session.

However, the team is not just available to help solve any problems that may arise. Helpful advice on all wireless products and services is also available. So if your operational requirement changes, please call and we will do our best to provide you with cost effective recommendations and solutions to meet your business needs.