

# Spares Support Plan



*Keeping your Networks Operational and Generating Revenue 24/7/365*

## Chronos Technology Support

Chronos Technology specialises in the supply and installation of time synchronisation and alarm monitoring hardware, software and management systems and has been supplying unrivalled support to our customers for over 30 years. Chronos currently supports over 90 customers in 50+ countries worldwide, including some of the world's largest service providers.

From implementation to equipment retirement, Chronos can be relied upon for all your service requirements.

## Spares Support Plan (SSP)

Today's modern networks are designed with redundancy in mind, giving service providers a solid defence against catastrophic failures. However, equipment failures and other unplanned events arise where rapid response and action is required to prevent non-service effecting issues escalating.

This is where Chronos Technology excels; providing our customers with complete peace of mind that whatever and wherever a situation occurs, we are here 24/7 to offer our expert knowledge and support and to get your network fully operational with the minimum of delay.

## Maximise Legacy Equipment ROI

Maximising return on investment is a key element in any network operation and can include retaining equipment beyond its originally planned life.

## Benefits and Features

- Extend the life of existing timing and sync equipment
- Remove the risks involved in supporting end-of-life items
- Target CAPEX where it can impact revenues

Equipment retained in the network beyond its manufacturer end of life presents a risk that it cannot be repaired or swapped with like-for-like parts. Chronos understands this and has been supporting legacy equipment for tier one mobile network operators over many years by holding and purchasing legacy equipment as it is removed from customers' networks.

Our expertise in some legacy systems is unrivalled, even by the original manufacturer, as original personnel have moved on.



The key features that can be incorporated into a customer's support plan are as follows:

## Chronos Technical Helpdesk

The Chronos Helpdesk provides our customers with direct access to the expert knowledge provided by the Chronos support team and is available to remotely troubleshoot and resolve issues with equipment and management systems.

We guarantee response times from your initial call, and keep you informed of fault progress as often as required.

## Spares Management

Why use your company's valuable capital expenditure to purchase your own spares when we can do it for you?

## Advance Replacement

We guarantee to replace your faulty equipment within one working day, or faster depending on the Service Level Agreement (SLA). This can either be facilitated using equipment from our "Chronos Managed Inventory" or "Customer Owned Inventory" pools.

## Chronos Managed Inventory

Chronos has invested heavily in a spares inventory that matches our customers' deployed equipment. As a result, we hold a comprehensive range of stock ready for advance replacement into your network – no dealing with manufacturers' warranties and having equipment out of circulation while it is being repaired, we simply take or deliver a spare to site (service level dependent).

Spares holdings are regularly checked using Mean Time Between Failure (MTBF) data (both computed and live) and Mean Time to Repair (MTTR) on a monthly basis to ensure that your needs are met by our inventory at all times.

Our network ready spares are kept in a live state enabling our engineers to configure them to your specific requirements, ensuring a hot swap capability at your equipment location.

## Customer Owned Inventory

If you prefer to own your own spares as assets, Chronos can manage these for you. They are held as "Goods in Trust" and are kept separate from our own managed spares.

Your spares will be kept in a live state, configured to your specific requirements, ready to be delivered or shipped to site in the event of an equipment failure.

All repairs of your assets can be managed by us, and we can provide full fault reporting.

## On-site Support

For issues that cannot be resolved via the Helpdesk, and where shipping advance replacement equipment to site is not an option, Chronos offers on-site support services to resolve issues and return your supported equipment to normal operational condition. Our engineers have the knowledge and relevant certifications to work in work at your network sites and maintain your equipment to the high standards you expect.

You can choose from next working day or next calendar day site visits for your business critical systems.

## Service Level Agreements

To provide our customers with the exact service level they require Chronos provides varying levels of Support Plans but these can all be tailored to suit the customer's specific requirements. We offer any combination of the following services:

- 9/5 Telephone Support - Technical Helpdesk support during UK office hours
- 24/7 Telephone Support - Technical Helpdesk support 24/7
- Advance Spares Replacement - Same day dispatch of advance replacement equipment
- On-Site Support - including advance spares (SLA agreed timeframe)