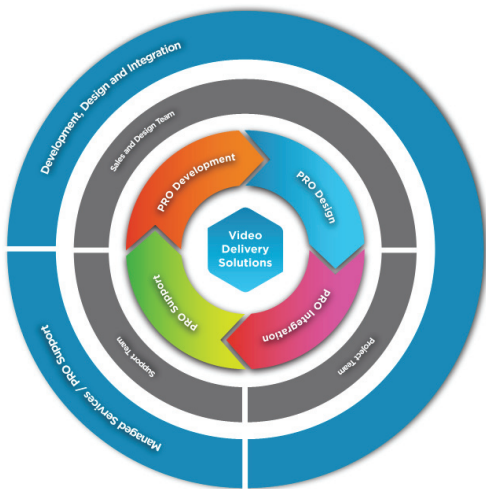


MAXIMIZE UPTIME AND RELIABILITY BY UTILIZING DASCOM VIDEO SERVICE SPECIALISTS

Dascom professional services provide unprecedented recommendations and insight into the optimal design, performance, issue management and utilization of telecom equipment solutions. Dascom offers end-to-end services including pro development, pro design, pro integration and pro support.



PRO DEVELOPMENT

- Site/ Signal Survey, Network Assessment
- Project Scope
- Business Planning

PRO DESIGN

- Network Design, System Design and Drawings
- Content Acquisition and Distribution System
- Program/ Project Plan
- Statement of Work and Acceptance Testing Plan
- Project Coordination and Budget Acceptance

PRO INTEGRATION

- Staging & Configuration
- On-Site Installation
- Acceptance Testing and Customer Feedback
- Installation Documentation, Support & Training

PRO SUPPORT

- 24x7 Support & Remote On-Site
- Issue Tracking and Ticketing System
- Vendor Management
- Remote System Monitoring, Control & Virtual NOC Support
- On-Site Field Service Troubleshooting
- Managed Services & SLA



DETAILED SPECIFICATIONS BY PHASE

PRO DEVELOPMENT

- 8 VSB SITE SURVEY - Survey RF levels for desired off-air channels. Recommend required antennas and suggested install locations.
- SATELLITE DISH SURVEY - Survey dish locations. Recommend dish types/sizes based on channel lineups and existing equipment.
- NETWORK SURVEY- Conduct assessment on network feasibility.
- BUSINESS PLANNING- Consulting work.

PRO DESIGN

- RF ENGINEERING- Design RF requirements.
- NETWORK DESIGN & ENGINEERING- Design and specify needed hardware for a customer network.
- HEADEND DESIGN / DRAFTING SERVICES- Create drawings or update existing drawings for headend design.
- PROJECT PLANNING - Provide consulting on project scoping.

PRO INTEGRATION

- RF ANTENNAS / DISH REPEAKING - Peaking of 8 VSB antennas or satellite dishes.
- NETWORK SERVICES- Configure installed switches and routers.
- EQUIPMENT TRAINING- Training on video/monitoring equipment.

PRO SUPPORT

- HEADEND TROUBLESHOOTING - Both on-site and remote.
- HEADEND CLEANUP & AUDIT- Update equipment routing and/or remove unneeded equipment. Audit existing equipment and update drawings accordingly.
- CABLE MANAGEMENT- Update cable routing to add cleanliness to the headend and update labeling if needed.
- EQUIPMENT UPGRADE- Available both on-site and remote. Including firmware upgrades, program changes, channel adds, and installation/upgrade of of headend equipment.
- MONITORING AS A SERVICE & PROACTIVE TROUBLESHOOTING- Installing new monitoring equipment or utilizing existing. Troubleshooting issues and providing feedback.
- VENDOR MANAGEMENT/SLA- Work with all vendors to process RMAs/ advanced replacements. Can provide ongoing SLA.

Dascom professional services provide precise detail each step of the way in your video solutions project including surveys, drawings, project planning, dish peaking, ongoing equipment monitoring and more.

