NICS Priority-Focused Support Services

NICS Priority Technical Support

Accelerate issue resolution with one-on-one, priority RAVIN support services 24 hours a day, seven days a week.

NICS Priority-Focused Support Services
24 hour support
2 hour response time
NICS Helpdesk convenience

Service Overview

Communications stability and reliability are critical to business success. When implementing advanced technologies or making business changes that instigate system changes, your communications system operations staff face new challenges every day in their efforts to deliver consistent service. Whether issues that arise are mild or serious enough to cause communications failure, they must be assessed and resolved as quickly as possible. Understanding the effects an incident might have on all the devices and applications running on your communications system, however, is extremely challenging, especially in large, disparate communications system environments.

NICS Priority Technical Support Service

The NICS Priority Technical Support Service is a premium service that provides you with priority access to a designated team of NICS support engineers 24 hours a day, seven days a week. This team is exceptionally skilled at responding to the critical business needs of high-profile organizations.

The Priority Technical Support team strives to cultivate a close working relationship with you. This relationship helps them better understand your RAVIN Communications system operational procedures, past problems, and present concerns. The team has instant access to your business operations information, which is stored in our customer-specific information database. This information aids your support engineers in resolving your RAVIN technology issues more quickly and more efficiently. The Priority technical support engineer works with the same customer on a regular basis and becomes very knowledgeable about your RAVIN communications system and business environment, providing a more personalized and consistent support. (See Table 1.0) The end results are faster resolution of communications issues, improved availability of your essential business systems, and increased overall productivity.

Table 1.0 Coverage and Benefits of NICS Priority Technical Support Service.

Coverage	Benefits
• 24-hour access to team of specialized engineers who know your communications system. • Possibility of working with the same engineer(s) on a recurrent basis. • Communications System level support and service based on RAVIN devices. • Helpdesk support for reporting issues. • Collection and analysis of information about the customer communications problems. • NICS First response is based on a 2-hour response time from time of the opening of an incident within the NICS Helpdesk application.	• Troubleshooting by experts that are familiar with your RAVIN communications system for faster issue resolution • More consistent and personalized support. • Accelerated access to RAVIN experts, calls are rerouted directly to a special team of RAVIN engineers – as applicable • Ticket-tracking system allows history of issue and further solution decisions. • RAVIN Communications System issues are solved quickly and efficiently and you can focus on day-to-day operations.

Submitting a New Incident in the NICS Helpdesk

1. Navigate to www.nicserv.com/helpdesk.
2. Select your user type:
    i. Choices are “Admin” or “Customer”. In this case, we would select “Customer”, because we are submitting a trouble ticket as a NICS customer.
3. Enter your email or the login alias assigned to you by your administrator, and your password. Click “Submit” or press Enter.
4. This will bring you to the NICS Helpdesk Home page. Click the “Submit new” button at the top of the page, or click “Submit New Incident”.
5. Enter all applicable information regarding the incident.
6. When you have entered all applicable information, click “Submit”. Your incident has been submitted.
7. When an incident is generated by you in the NICS helpdesk application an automated notification is made to the NICS support group for problem determination and problem resolution.
8. Upon receipt of the incident your technical representative is contacted and problem determination begins.
    i. You have the responsibility of 1st and 2nd tier[1] support for the RAVIN products deployed in your production environment. NICS will begin the Priority Technical Support Services with a detailed review of the previous steps taken in identifying and resolving the incident.
9. During this process it may be necessary for your technical representative to administer changes or updates to the RAVIN application or exchange hardware components as necessary to mitigate the problem.

NOTE: NICS has no control over services or availability provided by third parties not under contract with NICS or the customer.

1 Contact your NICS account manager for details on 1st and 2nd tier support.

Hardware Support

1. In a correlated effort your technical representative will undertake a diagnostic assessment of the problem to determine it's origin including running diagnostics testing on specific RAVIN components until the problem is isolated. Non-intrusive monitoring is normally our first course of action upon receipt of an incident report. This process often begins while your technical representatives are being contacted at the first report of a problem.
2. Our assessment of an incident may include Intrusive remote monitoring and evaluation of equipment performance statistics as required in support of problem identification and problem resolution. This intrusive monitoring does not begin without your consent and is only undertaken with the assistance of your technical representative.

NOTE: NICS First response is based on a 2-hour response time from the time you opened the incident within the NICS Helpdesk application.

3. If a problem is identified that involves a failed RAVIN component; a replacement component is obtained from your available spares and is configured and installed by your technical representative with our remote assistance.
4. Upon completion of repair / replacement, we will ship to you a functional replacement component to be restocked in your spares inventory for future use. You will ship to us the failed component for final disposition.

NOTE: If a replacement component is not available in your spares inventory, our support technician will draw a replacement component from our inventory and ship it to you via overnight express courier or second day air on shipments leaving NICS facility after 3:00pm MST.

5. Upon receipt of the failed RAVIN component our NICS helpdesk issue log is updated and closed out with a notification of final resolution. We will update it's maintenance schedule to reflect the change in the component within our equipment maintenance inventory list.

NOTE: We will pay Shipping costs for replacement components sent to you. You will pay shipping costs for failed components sent back to us.

Software Application Support and Helpdesk

Focusing on your RAVIN Communications System, we know how important it is to keep your software running properly. Our technical services and support include:

- **Rapid access to software updates to keep applications current:** NICS continuously provides RAVIN application software update releases to maintain the stability of existing systems. Workaround solutions for reported application software problems, maintenance releases and application updates and upgrades are available by software download from NICS to help you maintain efficient, highly available application performance.
- **Access to NICS Helpdesk provides fast, specialized support:** Technical assistance provided by NICS software application experts helps you minimize communications failures or outages, maximize uptime and reduce performance incidents, to keep your business running smoothly. Our specialized technical services are available to you 24 hours per day, 365 days per year for rapid diagnosis and resolution of software application issues.

- Online tool access: Unlimited access to a repository of application tools and technical documents help your staff diagnose problems, understand new technologies and keep current with innovative RAVIN software enhancements. Utilities, white papers, application design data sheets, configuration documents and case management tools help expand your in-house technical capabilities and respond to changing business needs. (See Table 1.1)

Table 1.1 Online Support Features and Benefits

NICS Support Helpdesk:	
• Quickly resolve issues online, any time and receive status notification via email on your service request.	
Resource	Features and Benefits
My NICS Helpdesk	Your personalized web helpdesk allows you to find software releases, bug reports and repairs and troubleshooting tools.
Automated Tools	• Software downloads • Software advisor • Bug reports
Document Access	• Software documentation • Technical videos on demand (if applicable) • White papers • Security documentation
Online Service Request	Submit and track service requests online
SLA Manager	Manage the terms of your contract and provides any information / notifications regarding your current account with NICS
Asset Manager	Manage your assets, including; the location, status and other information regarding your assets covered by your Service Level Agreement.
RMA Functionality	Manages returns / reassignment of assets purchased from NICS.

NOTE: Your technical representatives agree to work with NICS support staff through the normal course of repair and to assist in the exchange of components and connections as required to expeditiously restore service.

Periodic Preventative Maintenance

Your RAVIN communications system environment is unique and agile and therefore demands special attention. We have provided these Maintenance schedules to help you keep your system running and in good condition. Follow these schedules strictly to prevent your RAVIN communications system from malfunctioning or failing.

90-Day Maintenance Schedule

1. Verify as-built drawings – adjust as necessary and reissue amendments
1. Check for obstructions on or around equipment.
2. Wipe dust from surface of equipment.
3. Check equipment vents. If vents are obstructed with heavy dust, refer to 180-day maintenance schedule.

4. Review system functionality with operations staff to verify operational integrity. (See Table 1.2 for an example of a system functionality checklist.

Table 1.2 Sample of System Functionality Checklist[2].

	Question	Yes	No	Comment
1	Application platform is connected to network			
2	Gateway connects to Configuration Server			
3	Dispatch Clients can TX to radio's			
4	Dispatch Clients can RX from radio's			
5	Client can ping main site or remote site			
6	Client can activate a remote patch			
7	Client can talk on a remote patch			
8	Client can remove a Channel to a remote patch			
9	Client can remove a Channel from a remote patch			
10	Client can deactivate a remote patch			

180-Day Maintenance Schedule

1. Verify as-built drawings – adjust as necessary and reissue amendments
2. Check for obstructions on or around equipment.
3. Wipe dust from surface of equipment.
4. Shut equipment down.
5. Open equipment case and blow dust out with compressed air.
6. Sweep dust from air vents.
7. Check to make sure all connections are properly secured.
8. Close case and reboot equipment. Make sure equipment boots without problems.
9. Run disk defragmenter on local drive(s)
10. Physically inspect all racks / frames and equipment to ensure proper grounding, mounting and cabling.
11. Ensure that no additional equipment has been plugged into the UPS supporting the communications infrastructure.
12. Simulate failure of house power to the UPS and verify continued operation of equipment supported by the UPS.
13. Monitor, document, benchmark and track changes in survival time of the UPS supporting the infrastructure. (This will require close monitoring of the UPS until such time as the UPS goes into an active low voltage alarm state. Restore power when alarm activates and document survival time for future trending.) Replace the UPS batteries as needed.
14. Review any and all open trouble tickets specific to each site and resolve any outstanding issues that may be open.
15. Update emergency contact list and technical support numbers as required.
16. Complete site configuration backups on equipment.

2 With the assistance of NICS Technical support specialists, you will need to develop an environment-specific functionality checklist.

17. Test system recovery with current back ups to ensure reliability of back ups for full operational readiness.
18. Complete system operational testing to verify full operational readiness. (See Table 1.2 for an example of a system functionality checklist.
19. Complete system audio checks on communications resources and adjust audio levels that are out of tolerance on system and resource components as needed. (Refer to system audio level tuning procedures)
20. Review system functionality with operations staff to verify operational integrity.
21. Document and resolve any issues operations staff may have with the system as needed. This should include functional testing of all peripheral devices at each operator console position.
22. Complete periodic maintenance activity log for future reference.

Conclusion

With NICS Priority Technical Support, you have the freedom to feel at ease about issues that may arise in your RAVIN communiactions system environment. Having access to a team of highly skilled, senior-level RAVIN communications specialists who have an intimate understanding of your RAVIN communications system environment, is critical. NICS Technical Support Service engineers provide the personalized assistance and expertise your business needs, when you need it. Receiving this level of support can help speed issue resolution and minimize communications downtime, because when people are communicating - know that it’s RAVIN at work.