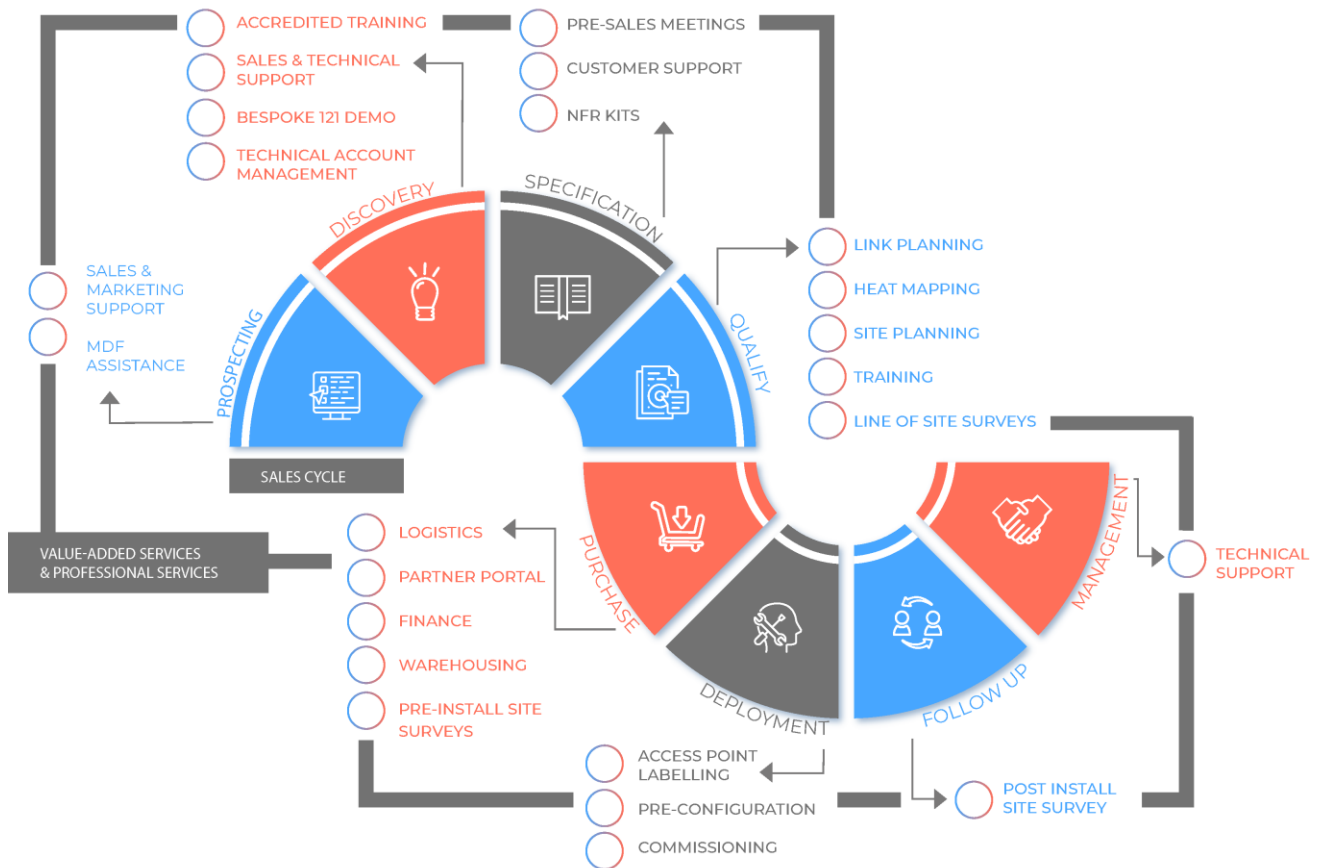




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Purdicom Ltd

THE CUSTOMER JOURNEY

Purdicom's technical team can be with you every step of the way from initial conversation and high-level product overview right down to implementation of equipment. Our Professional Services range from a variety of value-add propositions.



COMPLEMENTARY SERVICES (VALUE ADD)

Free predictive wireless heat-maps

Designing a wireless network and knowing the coverage of each different model of access point can be challenging.

Our Professional Services team can design the network around your customers' requirements providing you with a complete bill of materials and detailed report tailored to your customers' needs. This detailed report can then be presented to them detailing how their wireless network may look and most importantly how it will meet their requirements.

Free back-haul planning design

We understand that designing a point to point / point to multi point can be daunting with lots of different vendors and technologies to choose from. Why not let our technical team capture the requirements and build a solution that meets your throughput requirements.

Free pre-sales support

No matter the opportunity big or small our dedicated Professional Services team can guide you through our extensive product range taking the time to ensure you have the correct solution that meets all your customer requirements.

We can also host end-user demonstrations and further understand your customer requirements and how our range of complimentary products meet their needs, we use all the vendors we provide in our live production network and can show real world use.

Free Product support

Our technical team are always on hand to assist with any query and provide support when you need it most. From questions around configuration, compatibility to installation and commissioning we are there every step of the way.

Extensive knowledge base

Our knowledge base support.purdi.com provides an extensive knowledge base covering many of the most often asked questions and some of the more intricate details of the products we provide and also lets you raise support tickets with our technical team.

CHARGABLE SERVICES

The benefits:

- **Time**
 - Saves you and your customer valuable engineering time, ensuring the focus is on utilising projects and services where you can make more margin.
 - Pre-Staging is an example where it's considered low cost but still requires engineers valuable time.
- **White labelled**
 - We are an extension of you and your engineering team and as such we will always go plain clothed, there will be no visible Purdicom branding to the end-user.
- **Capacity**
 - As we are an extension to you and your engineering team, we are an extra resource for you to utilise, you might have won a project where you may need extra engineers to fulfil it and more remote configuration or pre-staging could be needed.
 - No job is too big or too small for our technical team, we are able to manage large projects and complete work quickly and efficiently for you.
- **Cost**
 - Our technical team will always cost in a way so that you can still add your margin.
 - When asking us to quote please let us know the value of the order so we can price accordingly.

Pre-Staging

We understand that your engineers are a valuable resource and time can be of the essence.

Purdicom can pre-stage all equipment prior to shipment allowing you to extend your capabilities and deliver more in a short time span leveraging our facilities and knowledge to make sure it is truly plug and play with Purdicom also documenting the solution.

This service also guarantees there are no delays caused by hardware failure as all equipment is tested prior to leaving our facility.

We will provide documentation and configuration backups with all pre-staging work. These are also stored securely providing an extra level of security and backup for your customers.

AP Labelling

Labelling equipment and providing asset registers can be time consuming stealing valuable time away from your engineers. Purdicom can create bespoke labels and apply them to the equipment prior to leaving our facility, better yet we can also dispose of any plastics in an environmentally friendly manner reducing waste at your customer site.

Remote Engineering

There may be times where you may need a dedicated engineer to troubleshoot an issue or configure a solution remotely, we can offer this bespoke service to meet your needs.

Purdicom will test all equipment prior to leaving site ensuring there are no defective units minimising wasted engineering time on site, Purdicom will also dispose of all single use plastics in an environmentally friendly manner.

On site engineering

Whilst remote engineering is great there are times where you just need someone to attend site. We can attend anywhere in the world to commission equipment or assist with troubleshooting no issue is too big or too small.

Physical Site Surveys

Whether it is a Pre-Installation or Post-Site Survey regardless of the equipment or vendor we can tell you exactly where the Access Point should be placed and provide detailed results of throughput, interference, channel utilisation and much more so that you know the solution will work.

With any Post-Site Survey, we identify any faults and advise on best practices or how to resolve and, providing access is granted, we will make amendments whilst on site tailoring the solution to the RF environment ensuring performance and reliability are met.