



## Anite Maintenance and Support

Getting the most from your Anite solutions

You know just how important Anite solutions are to your research, development and testing programmes. That's why it's essential they're always up to date, for example, by accessing the latest software releases. Anite Maintenance and Support will ensure your solutions are operating as they should. So you can rely on continuously effective testing that meets your requirements and expectations.

The Anite Maintenance and Support service offers direct access to a team of specialists who are dedicated to maintaining your Anite solutions. The service also includes regular software updates. Collectively, Anite's Maintenance and Support helps you develop successful devices and services and launch them more quickly.

Whenever you need any support or advice, we're on hand to provide the assistance you require. Whatever the issue, question or concern, you can feel confident an expert team is there to support your testing demands.

### Anite's Maintenance and Support

- Provides you with quick telephone, email and remote access to an expert on our Helpdesk, who will arrange solutions for your issues
- Supports you through regular onsite visits and training
- Delivers an online portal for downloading regular software updates, comprising: new features, enhancements and product updates, ensuring your Anite solutions meet the latest market requirements
- Ensures your Anite solutions work effectively, saving you time and money; includes an extensive range of hardware repair and calibration services.

### Training

Ensuring your people understand every aspect of Anite's solutions can help you achieve better results. That's where our team can come in. We offer informal or classroom-based training for individuals and teams. We can also provide online webinar training on the features and functions of our solutions.

### Support through a single contact

We know how valuable quick and easy access to Maintenance and Support services is. That's why we provide you with a nominated point of contact in our Customer Support team so that you know who to turn to whenever you require our support.



*Our nominated Support Engineer is always available to assist us. We value his regular onsite visits and the great understanding he has of our test activities.*

*Lab Manager,  
Major Device Manufacturer*

# Anite

## Supporting and maintaining your Anite solutions

When developing your product for market, you don't just want to identify and solve issues quickly. You want your Anite solutions to complement your test processes in the most optimal way. Anite Maintenance and Support's services will help you achieve every aim, so that you're always on track to reduce costs, release exceptional products and improve your return on investment.

### Anite facts

- Global leader in wireless testing solutions for twenty years
- Over 200 customers in 85 countries
- With offices and staff in 13 countries across Europe, America, Asia and the Middle East, we're always on the ground where you need us
- We invest heavily in R&D to maintain our leading position in wireless mobile device testing
- Trusted partner of the Top Ten mobile manufacturers and Tier One mobile network operators globally.

### Helpdesk

Helpdesk support is available locally from offices in your country and language. You can contact a helpdesk expert by phone, email or remote access for support with such matters as unexpected test-case verdicts, system configuration issues, hardware repairs and solution enhancements. We record all customer issues and provide you with a unique tracking reference, so you'll always know what's happening. Additionally, we will prioritise issues and implement interim solutions if necessary.

### Software releases and updates

Our helpdesk and Customer Support Portal give you access to the latest software versions with enhanced features and functionality. We typically provide new software versions quarterly. These include new features, enhancements and updates, such as new 3GPP features, enhanced user interfaces, new test cases/scripts and sample code and results analysis tools.

### Calibration and repair

Should problems occur, you need to resolve them quickly. Our products are modular, which means we can often reconfigure customers' systems quickly by just replacing the affected hardware and thus minimise downtime. Our worldwide Regional Calibration and Repair Centres are also approved and authorised to perform remedial and preventative work on all Anite products. Each centre holds hardware inventory, so you can re-start your testing straightaway.

### Customer Support Portal

Customised to your needs, our online Customer Support Portal provides the latest software and updates. It also gives you easy access to every document you might need, including user guides, technical notes, fault-finding guides, known-issue lists, sample scripts, and instructions on generating bespoke test cases. Furthermore, you can generate reports that list your products, test cases and hardware. The reports include information on the support status, maintenance renewal dates and calibration dates for each item. From this report, you can request calibration and repair for your products and hardware.

### Customer care visits

Whenever you need hands-on support or advice, we can agree visits to your premises. For example, we can visit to ensure your systems are optimally configured, review outstanding issues, identify training needs, and discuss improvements to our solutions. If you prefer, we can also support you through industry standard web conferencing solutions.

### Make us part of your team

Anite Maintenance and Support will make sure your Anite solutions are always working for your organisation. By designing and delivering a package of services that match your requirements, we can help you save money and launch successful products quickly. To discover how Anite Maintenance and Support will enhance your testing, contact us today on +44 (0)1252 775 200 or [wireless@anite.com](mailto:wireless@anite.com)

## Contact the team

talk +44 (0)1252 775 200

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