

Spirent Support Service



SimGEN based Products

Spirent Support Service: SimGEN based products

Spirent's Support Service provides a comprehensive package of value added features making it easy for you to keep your GNSS test system in peak condition, maximising the value of your investment and helping your GNSS projects run smoothly.

Our Support Service is tailored to the type of support you require and the type of GNSS test product you own.

Choose the benefits that are right for you

We understand that not all customers want all elements of a support offering. Our standard package provides all of the tools and support necessary to keep your GNSS test product running at optimum performance. Our additional options of support ensure you can choose the level of support that's right for you.

Support levels

Full range of Support Service for products with SimGEN software.



Bespoke Service

If you have additional needs we also offer bespoke service levels. Contact Spirent for more information on how we can help.



Training Service

We also offer training services to help you get the most from your simulation system. A range of training services is available from installation and initial system set-up through to advanced courses focusing on advanced simulator features or applications.



Support Services for SimGEN based products

Spirent's Support Service lets you choose the support level that's right for your needs.



TECHNICAL SUPPORT

Access to unlimited technical support

Contact us by e-mail, phone or via our dedicated support web interface. Our applications engineering team will respond to your enquiry, where possible from your nearest Spirent support office and in your language.



REGULAR E-MAILS

Regular e-mail newsletter

We will send you, via e-mail, up-to-date information on the latest software releases, application notes, information notes, tips and related support information.



UPGRADES

Software & firmware upgrades

We plan for at least 3 SimGEN software releases in each 12 month period. New features in SimGEN are also made available to supported customers where applicable.



PRIORITY SERVICE

Priority service

Supported systems are given the highest priority in our technical support and repair centres.



REPAIR SERVICE

Repair service

We will repair or replace faulty modules or other system elements. Fault diagnosis may be done remotely but repairs usually require that your system is returned to a Spirent support centre or to our factory. Repairs are warranted for 12 months.



TEST SCENARIOS

Test scenarios

Get access to updated "standard" scenarios that are supplied with new systems. As we add new features to our software, we plan to provide example "get you started" scenarios as a basis for your own test plan development. Example scenarios will be available in future as part of our online knowledge base.



ONLINE RESOURCES

Online resources

Our online resources are wide-ranging, available 24/7 and constantly expanding. For the latest information please visit our online dedicated support site at www.positioningtechnology.co.uk/support.



EXPERT ADVICE

Expert advice

With dedicated support teams in Europe, Asia-Pacific and USA our knowledgeable application engineering team can support you in your own time zone.



Premium Service

Calibration at Spirent service centre

We can calibrate your system in accordance with Spirent's calibration procedure at one of our support centres.



Premium Plus Service

Calibration at your site

For the Premium Plus Service we will arrange to visit your site to perform the calibration at a mutually agreed time. We will make ourselves available to address any questions you may have while we are calibrating your unit on-site.

What next?

It only takes one e-mail, click or call to get things going ...

Visit the following web address, fill a simple form to request a support quotation and we will email the quote directly to you:

www.positioningtechnology.co.uk/support/RFQ.asp

Alternatively please contact one of the offices below for a quote and more information:

Spirent Communications plc

Aspen Way
Paignton
Devon, TQ4 7QR, England
Telephone: +44 1803 546325
gnss-solutions@spirent.com
www.spirent.com/positioning

Spirent Federal Systems Inc.

22345 La Palma Avenue
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info@spirentfederal.com
www.spirentfederal.com

Global coverage



Americas

Europe

Asia

