

# ATX Services

The expertise you need. When you need it.

We are ATX Global Services

ATX Networks is raising the bar for professional services and support. We are second to none in providing our customers with the critical skills and expertise to keep your business humming, your subscribers happy and the competition in your rearview mirror. Our knowledge-based capabilities span the entire solution lifecycle and include installation and field services integration, network engineering and end-to-end project management.

- 35+ years of experience and innovation
- Intimate knowledge of entire solution cycle
- End-to-end understanding of how your business works
- Around-the-clock responsiveness and problem resolution
- Knowledgeable and experienced technology professionals



## We take the risk and complexity out of upgrading, optimizing and transforming your network:

- ✓ Offloading the care, maintenance and optimization of your network to an expert and trusted partner frees you up to concentrate on growing your business and staying ahead of the competition
- ✓ Around-the-clock and rapidly responsive support and problem resolution ensures you remain at peak efficiency and performance at all times
- ✓ Expert training gives you the peace of mind that your engineers and operators are among the most knowledgeable on the planet
- ✓ Intimate solution knowledge ensures that you maximize the value and potential of your investment

### Engage with ATX Services Today

ATX Global Services and Support Contact Center:  
**1.866.YOUR.ATX** (1.866.968.7289) or email [support@atxnetworks.com](mailto:support@atxnetworks.com)

## ATX Care

ATX offers a world-class, all-inclusive, and flexible post-deployment support program, delivered through a dedicated and comprehensive problem-solving organization. We provide our customers with the critical support attributes and dimensions that you expect and require.

Our flexible and tiered services are tailored to meet every customer's requirement, whether financial or peace-of-mind driven.

- ✓ 24/7 Technical Support
- ✓ Advanced Ship RMA
- ✓ White Glove Client Support
- ✓ Software Fixes
- ✓ Portal Access
- ✓ Knowledge Base
- ✓ Basic Overview
- ✓ Platform Health Checks
- ✓ Platform Upgrades



	STANDARD/WARRANTY	SELECT	PREMIER
<b>Technical Support</b>	✓	✓	✓
<b>Software Updates</b>	✓	✓	✓
<b>Bulletins/Documentation</b>	✓	✓	✓
<b>Spares Repair</b>	✓	✓	✓
<b>Spares Advanced Shipment</b>		✓	✓
<b>Client Support</b>		✓	✓
<b>24x7 Emergency Recovery</b>		✓	✓
<b>Software Upgrades</b>			✓

**Contact ATX Global Services Today to Learn More - 1.866.YOUR.ATX**

## ATX Pro

ATX's suite of professional services enables our customers to augment their resources, adding highly skilled, product-centric knowledge and scaling your workforce to meet the demands of even the largest projects. From project management to training, ATX delivers extensive industry knowledge to make your life easier and your business operate at peak efficiency.

- ✓ Installation Help/Equipment Removal
- ✓ Configuration Assistance
- ✓ Network Consultancy
- ✓ Troubleshooting Outside of ATX Equipment
- ✓ On-Site Support
- ✓ Network Redesign
- ✓ Training
- ✓ Project Management

