



SOLiD NETWORK OPERATIONS CENTER (NOC)

DAS MONITORING AND SUPPORT

Ensuring your wireless system is properly maintained and performs at its very best.

The installation and commissioning of your Distributed Antenna System (DAS) is just part of the job. Ensuring the continuing operation and health of your investment is imperative. Utilizing the SOLiD DAS Management System (DMS), SOLiD's Network Operations Center (NOC) can maintain your system with a variety of monitoring and support services.

Our programs ensure your wireless system is up-to-date, maintained in the best possible condition, and that any issues are quickly identified and resolved.

Let us show you how SOLiD can make the ownership and operation of your wireless system simple and cost effective.

SOLiD MAINTENANCE AND MONITORING PROGRAMS:

	SILVER PLAN	GOLD PLAN	PLATINUM PLAN
24/7 Monitoring	■	■	■
Maximum Response Time*	Next Day	2 hours	1 hour
E-Mail Support	■	■	■
Telephone Support	8-8 M-F	8-8 M-F	24/7
Hardware Repair/Replace**	■	■	■
Maximum Parts Replacement Time	3 Days	Next Day	Next Day
Advance Replacement	■	■	■
Functional/Version Upgrades		■	■
Patches/Fixes		■	■
On-Site Support (if required)	T&M	8-8 M-F	24/7
On-Site Resp. Time (Max Severity)	48 hours	Next Day†	8 hours
Quarterly Service Report	■	■	■
Monthly Service Report			■
Annual System Test and PM	Extra cost	Extra cost	Extra cost

* Maximum response time to first contact with customer.
 ** Parts repaired or replaced at N/C while under warranty.
 † Next Business Day.

SOLiD offers a suite of support programs for customers, from help-desk telephone support to remote monitoring and management. Most support services can be tailored according to your needs.

The SOLiD support team is here to help customers ensure the maximum return from their investment in wireless equipment.

SOLiD DAS Management System (DMS):

- Provides an enterprise level interface point between your DAS and the SOLiD NOC
- Gathers vital information and alarm data from the DAS network and transmits to the NOC facility for monitoring
- Conducts continuous comprehensive DAS system health checks
- Reports changes in status and alarm detection in real-time
- Allows users to view and adjust critical device settings remotely or on the local network, keeping downtime to a minimum



SOLiD DAS Management System (DMS) connects with the SOLiD BIU through Ethernet.

Connect with SOLiD

SOLiD helps people stay connected and safe in a rapidly-changing world through a portfolio of RF Amplifier, RF Radio and Optical Transport solutions. SOLiD enables indoor and outdoor cellular and public-safety communications at some of the world's best-known and most challenging venues including leading hospitals; professional and college sports venues; government, university and Fortune corporate buildings and campuses; international airports and metropolitan subways.

For more information or complete technical specifications, please visit our website or contact us via email or phone.
solid.com



800 Klein Road
 Suite 200
 Plano, TX 75074

solid.com
 888.409.9997 Opt. 2
 support@solid.com