

# Voxtronic.



## Voxtronic Service

Satisfied customers are the best business strategy



## Consulting and project management

Your project will be customized from project analysis to planning of implementation and sustainable management. Workflows are optimized and the processes are developed according to their requirements.

Durable solutions secure your investment. For this purpose, requirements are defined and implemented by taking into account current standards and laws.

### Requirement analyses

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Joint analysis of current requirements and preparation of possible scenarios.

### Requirement description

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Survey of functional and non-functional requirements for creation a specification sheet.

### Specification

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Detailed solution description of all requirements (specifications sheet).

### Project planning

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Planning of all resources and effort for successful implementation.

### Project organization

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This includes the preparation of the necessary planning documents (network plans, etc.) according to the applied planning model.

### Tender documents

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Tender documents will be prepared on the basis of the specification sheet and the technical requirements.

**Competently.**

**Voxtronic.**



## Development - Your individual solution

A solution for complex requirements means customization of hardware or software. The more flexible and specialized a system is, the better your solution will be. Therefore, we have our own hardware and software development to provide you with your individual solution.

# DEVELOPMENT

Individually.

### Software development

The software development is located in the development center at our headquarters in Vienna with highly qualified specialists in various programming languages. State-of-the-art methods are used to provide a wide variety of implementations and changes or even new developments. This allows us to be fast, flexible and independent, from which you benefit most as our customer. For every single complex and special requirements we will provide a solution.

### Hardware development

The hardware development is also located at the headquarters in Vienna. Here the most different hardware parts are manufactured, tested and released with the most modern simulators, CAD programs, measuring and control engineering. From simple adapters to complex gateways, numerous and successful innovations have been already created.



## Installation

Our solutions are optimized according to your needs and requirements in order to support you efficiently in your activities. This already starts with the installation of your new solution. The highest priority of the installation for us is that it does not interrupt your everyday business.

Our specialists implement your solution and are responsible for both maintenance and support. This ensures that our technicians are familiar with your solution to provide you with the best support in future concerns.

### Initial installation

Voxtronic will coordinate the installation in advance with you or advise you on how to optimize the implementation in order to avoid business interruption.

Of course, our specialists also support you during the installation phase, during acceptance as well as during the ongoing operation of your new Voxtronic solution.

### Extension – Changes

Expansion, relocation, organizational change and restructuring of a company are normal and generally associated with costly changes and a lot of working time. However, our solutions are well-equipped to adapt to your needs fast, easy and simple.

Voxtronic solutions are easy to extend, modular and redundant.

**Easy To Expand.**



## Training - System training and certification

We offer our customers, partners and employees a comprehensive range of training courses up to individual trainings, either in our training center in Vienna or at your suburb.

Here we place the greatest value on high practical relevance and small groups of participants. This is the only way to ensure that all participants can implement the training content quickly and efficiently in practice.

### Training with certificate

Voxtronic training courses are divided into different modules. Each module explains and deepens a specific topic, all individual modules are build on each other. This will help you to get the most out of your investment in your Voxtronic solution. Each participant who completes these trainings will receive a certificate.

### Customer oriented training

This is an individual training tailored to your needs. The location and topics of this training will be adapted to your requirements.

### Voxtronic-Solution-Partner training

Are you interested in establishing our solutions in your region? Then become a Voxtronic-Solution-Partner and revolutionize your customers' IP communications. For us, our partners are the focus. We provide comprehensive technical and product training of our innovative products and solutions as well as commercial and technical support.

**Effectively.**

**Voxtronic.**



**Investment Protection.**



## Service contract

Our systems and units work around the clock and still achieve an availability of almost 100%. In order to maintain this undisturbed operation for a very long time, regular preventive maintenance is a considerable advantage.

Our highly qualified service team is available on request 24 hours a day, 7 days a week. For each Voxtronic hardware or software, a Service Level Agreement (SLA) can be completed.

### Service-Level-Agreement

To ensure proper operation of equipment, systems and components of Voxtronic throughout the entire life cycle, there is a service concept available to agree on a Service Level Agreement (SLA) with different services. The services of the contractor shall ensure that the facilities, systems and components remain operational over the duration of the service contract and maintain the agreed reliability values and other quality specifications.

- Maintenance
- Repair
- Standby Service
- Support
- Spare Parts

We would be happy to advise you on which services you will benefit most from.

### Warranty extension

We make sure that you always have your expenses in view. The warranty extension prevents additional service costs:

- Protection against unexpected costs even after expiry of the statutory manufacturer's warranty
- Free replacement of the device in case of warranty

For a fraction of the purchase price, you will enjoy protection and safety for years to come.



## Maintenance

Especially with moving parts such as: fans and hard disks, it can lead to problems due to dirt, depending on the environment. This can be very easily prevented by regular maintenance.

### Maintenance software

In software, maintenance is usually done remotely or even on-site. This includes, among other things, software updates or analysis and cleanup of databases, log files, etc. These measures are just as relevant for safety as they are for non-stop operations.

### Maintenance hardware

This includes the maintenance of your entire Voxtronic solution (software and hardware). All software components as well as hardware parts are checked according to the maintenance protocol, cleaned, possibly exchanged, expendable replaced, wiring checked, mechanically and thermally controlled and kept up to date by software. Of course, this is done on-site and if desired outside your operating hours or in a inspection window. Thus, your Voxtronic solution reaches a long service life and your investment retains its value.

### Repair

Even if we put the highest emphasis on the quality and reliability of our software and hardware, unforeseen problems can occur. Therefore we offer you the possibility to conclude a Service Level Agreement (SLA) for your Voxtronic solution. The execution of the repair work serves to restore the complete operational readiness and takes place depending on the fault classification. This can be done via remote access or on-site, also replacement or loaner devices are available on request.

**Safety.**

**Voxtronic.**



## Support

The cooperation with our customers does not end with the installation or commissioning, of course we offer you extensive support services. Our experts will assist you over the phone, remotely or on-site to maximize the value of your Voxtronic solution.

### Support hotline

The fast telephone assistance of our specialists is paramount for us. Each call will give you a unique ticket number. If your concern can not be clarified immediately, you have the opportunity to query the status with your ticket number at any time.

### Standby service

The standby service is an extended support hotline which is available on request 24 hours a day, 7 days a week. Standby service can, of course, be combined with other services. You will receive a ticket number for each request in order to determine the status.

### Remote access

Most queries can be solved fast and easy if our specialists can track your problem directly on the screen. For this we use modern and secure tools. Upon request, we also use your individual application for remote diagnosis.



**Collaboration.**

**Voxtronic.**



## Operational management

The technical operational management of the communication systems by Voxtronic, guarantees the successful operation of your facility. Only well-maintained and always operational systems ensure the predicted performance.

These tasks include a variety of services that must be provided daily by the technical operational management. This concerns precautionary measures, such as regular maintenance and technical checks of the system units.

### System monitoring

Monitoring of operating parameters and reporting of faults.

### Reports

Regular reporting on revisions, availability, performance, maintenance, malfunctions and repairs.

### Maintenance

Maintaining operational readiness through regular maintenance procedures.

### System history

Collecting of all faults and repairs as well as complete tracking of the system history.

### Optimization measures

To determine performance indicators, operating data will be documented and compared with predefined values.

Operational.



## About us

Voxtronic develops secure communication products and solutions for enterprises with high security requirements and organizations with critical infrastructure for public safety, public transport and industry by using the latest technologies.

### Conex™ Platform

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- Operator Position - Conex™ Dispatch
- Air Traffic Communication - Conex™ VCCS
- Documentation of Communication Processes - Conex™ Voxlog®
- Technical Control & Monitoring System - Conex™ TCMS
- Session Border Controller - Conex™ SBC
- Gateway - Conex™ Gateway
- Data Analysis - Conex™ Analytics
- Access Control & Time and Attendance - Conex™ Access

### Join™ VLC

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Join™ VLC is a analog- and (Ro)IP-Gateway for integrating analog sources into a modern IP infrastructure.

### Voxtronic Service

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- Projects
- Development
- Installation
- Training
- Maintenance

### Certificates

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- ISO 9001
- ISO 14001
- ISO 27001
- DMR Association Member

# Voxtronic.

For more information visit us on  
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**Voxtronic.**

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