

# RADWIN WINCare

Annual Maintenance & Professional Services that go above and beyond!

**Unleash the full potential of RADWIN WINCare,  
it's more than just a service!**

Explore a range of single or multi-service maintenance and professional packages, offering customizable options and flexible offers to tailor the ideal solution for your unique requirements.

Choose RADWIN WINCare and receive personalized services with both technical and commercial benefits, including:

- » Maximizing technology utilization
- » Enhancing infrastructure availability
- » Ensuring end customer satisfaction
- » Securing end customer service growth
- » Boosting business results

# WINCare Annual Maintenance

Elevate your network's performance with WINCare Maintenance, offering comprehensive hardware and software warranty, technical support, RMA, case management, and a host of additional benefits, including level 2&3 technical support, remote support, and three annual WINCare packages.



## WINCare Basic

- » **12 months software warranty:** Safeguard your software investment for an entire year.
- » **Help desk 8x5:** Gain access to expert assistance during standard business hours.
- » **Ideal for:** Basic support with essential software coverage.

## WINCare Standard

- » **12 months software warranty:** Ensure your software is up-to-date and fully protected.
- » **12 months hardware warranty:** Comprehensive hardware coverage for a full year.
- » **Help desk 8x5:** Access expert support during standard business hours.
- » **High priority response time:** Swift response for critical issues.
- » **Ideal for:** Standard support with comprehensive software and hardware protection.

## WINCare Advanced

- » **12 months software warranty:** Continuous protection for your software investment.
- » **12 months hardware warranty:** Comprehensive coverage for hardware components.
- » **Advanced hardware replacement:** Rapid hardware replacement for minimal downtime
- » **Help desk 24x7:** Access round-the-clock support for your critical needs.
- » **Response availability 24x7:** Immediate assistance available whenever you need it.
- » **Professional activities Included:**
  - › Network Audit: Ensure your network is optimized and secure.
  - › Online Certification Training: Stay updated with our online training sessions.
  - › Periodic Product Updates: Receive the latest features and improvements.
- » **Ideal for:** Comprehensive protection, 24/7 support, and supplementary professional services.

# WINCare Professional Services

Discover the extent of WINCare Professional Services, including comprehensive planning, network audits, remote or on-site support, project management, and an array of additional offerings such as planning and design, project deployment, comprehensive training options, and acceptance test assistance.

## Planning & Design

- » Radio Planning and Analysis: Expert analysis for optimized radio network performance.
- » Network Design: Tailored network designs for efficiency and scalability.
- » Site Survey: Comprehensive surveys to ensure optimal site placement.
- » Acceptance Tests Design: Customized tests to validate network performance.

## Project Deployment

- » Technical Project Management: Efficient management to ensure project success.
- » On-Site Support and Implementation: Skilled support for seamless deployment.
- » Network Audit: In-depth audits for ongoing network optimization.
- » On-Site Expert: Have an expert on-site when you need it most.

## Training Options

Choose from a variety of training options to empower your team: in- class, online or eLearning.

- » Point to Point, Point to Multi Point, WINManage NMS
- » Radio Planning and Analysis Training: Learn the intricacies of radio network planning.
- » Network Design Workshop: Hands-on sessions for effective network design.
- » Project Management Masterclass: Enhance your project management skills.
- » On-Site Support Certification: Become a certified on-site support specialist.

## Acceptance Test Assistance

Ensure your network meets the highest standards with our acceptance tests assistance:

- » Customized Tests: Tailored tests to validate your network's performance.
- » Expert Guidance: Receive guidance from our experienced professionals.





**RADWIN**  
**Annual**  
**Maintenance**  
**& Professional**  
**Services**  
**Packages**

*unlock  
guaranteed  
cost  
savings!*

WINCare Annual Maintenance packages are your go-to solution for peace of mind and top-notch network performance, tailored to meet all your specific needs.

WINCare Professional Services are meticulously crafted to furnish comprehensive support and expertise at every phase of your network maintenance and development, extending beyond the product-seller "solution" to ensure your success.

**RADWIN**

For more information about our WINCare services or to receive a price proposal, please reach out to your regional RADWIN sales representative or send an email to [wincare@radwin.com](mailto:wincare@radwin.com)