

## Customer Services

### // The Customer at the core

SITTI is selling equipment to customers all over the world. Besides the exceptional product quality, SITTI is also providing additional services to ease their introduction and implementation, following the most effective processes to reduce costs and increase efficiency and delivery speed.

### From order to operations

The great news of the signature of a new contract is just the starting point of a structured process that will be allowing operators to use a new technologically advanced system. Such process goes through the following steps.

- Before a system is delivered to the customer, a deep and detailed analysis of the installation environment is needed. This is the "Site Survey", done by qualified personnel, whose report is used to define optimal equipment positioning and to analyze possible solutions to problems that may be found on site. In case of replacement of an existing equipment, transition aspects shall be carefully discussed, especially when devices to be replaced are third party ones.
- FAT (Factory Acceptance Test) is a fundamental milestone at which the customer may have hands on his own system to preliminarily verify all functions in a simulated environment. This is normally done at our premises under the supervision of the SITTI Program Manager commissioned to the customer. Upon positive acceptance, the system is ready for delivery.



- System installation includes cabling, consoles positioning, connections to switchboards, and all tests required to ensure the system can properly operate and comply to the customer requirements and needs. This is completed by setting-up activities that are aimed at configuring all system parameters for hardware and software modules.
- SAT (Site Acceptance Test) is the final acceptance stage of a supply, during which the system is tested against all possible functionalities, in accordance with the local environmental real conditions.
- Once SAT is positively performed, the Switchover phase starts, according to previous agreements. This is carried out following a detailed transition plan possibly also including assisted operations.

Site survey, installation and in general all on site activities are carried out by SITTI staff or by highly qualified local partner companies that have been properly trained by SITTI, before getting their license to operate. The SITTI Program Manager is always available at all stages to provide any kind of information about the supplied system, and he may be directly contacted at any time.



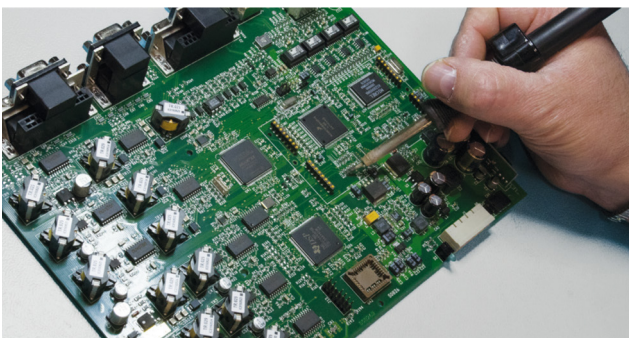
## Guarantee and support

As a default, SITTI is guaranteeing its systems for 2 years, but extensions can be agreed. During the guarantee period, corrective maintenance is provided to the customer free of charge; this includes hardware modules repair and software bug fixing.

Upon request, preventive maintenance can also be provided. In this case, on a periodic basis, SITTI personnel visits the site where the system is installed and performs an ordered list of tests to verify the system is performing as expected and to detect possible degradations, before malfunctions or errors become evident.

Other support options include:

- Telephone support
- Toll free number 24/7/365
- Predetermined response times according to problem severity
- Dedicated email address [serviceandsupport@sitti.it](mailto:serviceandsupport@sitti.it)



## Training

Last, but not least, a special mention shall be given to the training SITTI can offer to its customers. High skilled personnel with long experience lead the courses aiming at providing the trainees with all information about the equipment and its ancillary devices.

Dedicated training facilities are available at SITTI headquarters with specialized rooms and materials. On request, training can be carried out on site to reduce travel costs. As a standard package, training courses at SITTI include manuals, consumables, transportation, local sightseeing information, and (if required) pocket money.

Different kinds of courses are on offer:

- **Technical Training** - The purpose of Technical Training courses is to provide all necessary guidelines to the technical team that will be working with SITTI devices. The course is specially focused on the description of the system architecture and functions, its management and setting-up, not forgetting related maintenance procedures.
- **Operational Training** - The target of Operational Training is to teach Radio and Telephone operators the correct use of the VCS Controller Working Positions.
- **Train-to-Trainer Training** - This type of courses is aimed at providing a support guide for trainers designated to instruct the technical team that will be working on the solutions provided by SITTI. The course focuses on the procedures to manage, control and maintain the system.
- **E-Training** - Remote connection via Internet to SITTI trainers allow Customers to benefit of training courses without bearing the costs of expensive travels.