NITRO Wireless
VIAVI Support Services

Maximizing the Value of Your Test Investment

The Challenge Facing Developers

Developing 5G technology is increasingly complex with extremely tight timescales and budgets. Development teams need to deliver fast by maximizing productivity and return on test investment. Building teams that have sufficient knowledge to consistently deliver these is a major challenge.

The VIAVI Solution

Project leaders want to focus on building expertise in developing and delivering products and associated skills. VIAVI Support services are designed to complement those skills by providing access to expertise in how to use the test tools and resolve problems quickly.

Through long experience of working with leading base station developers, VIAVI understands the cost, reputation, and revenue impacts of missed deadlines. We work closely with our customers to ensure that we understand milestones and the support needed to consistently meet them.

Business Impact

Effective post-sales support helps address and resolve problems quickly, reducing downtime and improving productivity.

Value-added services such as Test as a Service (TaaS) can also provide a multiplier effect on investment returns: for example, a VIAVI subject matter expert developing and deploying test cases may save a customer from having to utilize 2-3 people to learn, develop, create and debug test cases and automation from scratch.

Services

Standard Support: System installation, customer queries, trouble-shooting guidance and fault resolution, new user training, troubleshooting guidance and provision of performance KPIs.

Professional Services and TaaS: Dedicated Onsite, remote or hybrid Subject Matter Experts that focus on specific deliverables such as developing test cases, assisting with automation framework integration or working alongside customer engineers as an additional in-house test resource.

VIAVI Benefits

✔ **Increased Productivity**

Guidance on how to best utilize test systems to meet project goals.

✔ **Adopt Best Practice**

VIAVI support processes continue to evolve. We are now using AI techniques to optimize log collection and provide focused data for analysis.

✔ **Data Driven Performance Measurement**

We collect and review performance KPIs and share results and action plans to help drive continuous improvement.

✔ **Local Expertise**

Access to expert engineers in the same time zone who speak the same language improves rapid problem resolution.

Get started with VIAVI Support Services

Visit: viavisolutions.com/support/customer-support/customer-portal

VIAVI Solutions

Contact Us **+1 844 GO VIAVI**
(+1 844 468 4284)

To reach the VIAVI office nearest you, visit viavisolutions.com/contact

viavisolutions.com