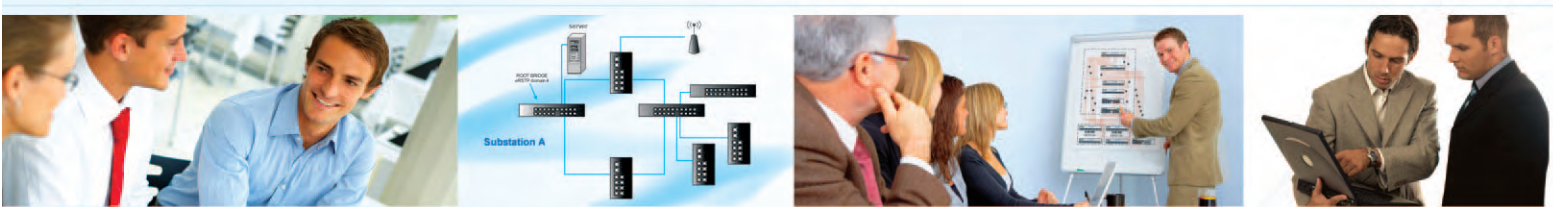


Professional Services



RuggedCom is a full network communications solutions provider. To support our customers in their networking needs, RuggedCom offers a full array of professional services. With Worldwide reach, why not let our experts assist you with networking and communications design, implementation, and support, so you can focus on your core business.

RuggedCom's team of Network Engineers have a unique combination of IT/Telecommunications skills and domain expertise in utility, transportation and industrial applications. RuggedCom understands the needs of mission critical applications where communications play a vital role. Our trained Professional Services Consultants provide on-demand services from inception to conclusion, allowing you to have a worry-free network.

Our Services include a variety of offerings such as:

Consult and Design

- ▶ Network Architecture Design
- ▶ Network Component Specification
- ▶ Security Considerations (applicable to your industry)
- ▶ On-site Training

Integration and Deployment

- ▶ Project Management
- ▶ Pre-Staging
- ▶ Configuration and Programming of Devices
- ▶ Commissioning
- ▶ Validation
- ▶ Testing

Support and Maintenance

- ▶ Troubleshooting Network Issues
- ▶ Hardware and Software Upgrades
- ▶ Network Validation
- ▶ Trending and Monitoring Key Parameters
- ▶ Tuning Network Performance, Design and Configuration

RuggedNMS™ (Network Management System)

- ▶ Installation and Setup
- ▶ Performance Customization and Setup

PER (Pro-Active Engineering Resource)

One 5 x 8 Onsite Engineer once/quarter = 4 visits total, 20 days a year. Let us periodically maintain your network for you to ensure proper operations.

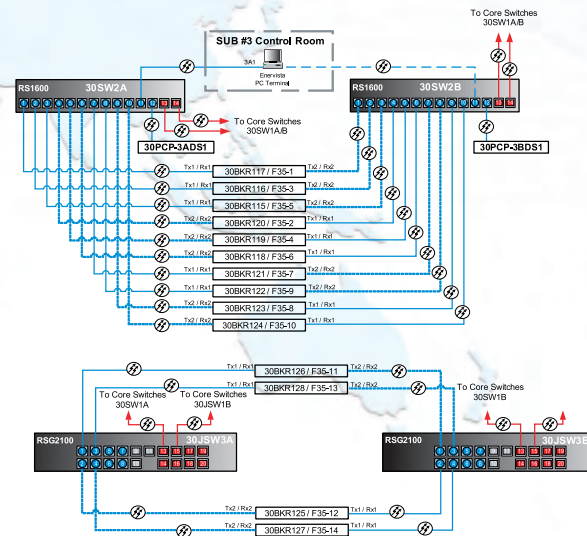
Resident Engineers (RE)

- ▶ Resident Onsite NOC/Operations Engineer at customer premises like they were part of your own staff.
- ▶ Customers will have access to their RuggedCom Consultant 24x7x365days/year
- ▶ ROI Minimizes downtime, operational costs reduces SLAs, introduces new features to help overall health and performance of network and builds understanding of customer specific network.

Hardware Pre-Configuration Services

- ▶ Pre-configure hardware as per customer requirements prior to delivery.
- ▶ Programming Information to be provided by the customer

Network Design



Training



RuggedCom offers a wide range of educational services ranging from in-house training of standard courses on networking, Ethernet switches, and routers, to on-site customized courses tailored to the customer's needs, experience, and application.

RuggedCom's Educational Services team thrives on providing our customers with the essential practical skills to ensure your employees have the right knowledge and expertise to understand the various technologies associated with critical communications network infrastructure technologies.

RuggedCom's unique mix of IT/Telecommunications expertise combined with domain knowledge in the utility, transportation and industrial markets, allows us to provide training specific to your application.

Communications Training covers aspects including:

Networking Technologies

- ▶ Layer 2, Layer 3 Networking
- ▶ Routing Protocols/Serial Protocols
- ▶ Transmission media types and characteristics
- ▶ Spanning Tree Protocol (STP, RSTP, eRSTP™)
- ▶ VLANs/Traffic Prioritization (CoS)
- ▶ Features & Applications: NTP, DHCP Relay, SNMP, Multicast Filtering - IGMP
- ▶ VLAN Trunking, Link Aggregation
- ▶ Network Security, Virtual Private Networks, Firewalls
- ▶ RADIUS Authentication
- ▶ Network level troubleshooting

RuggedSwitch™ Ethernet Switch Training (ROS™)

- ▶ Hardware, Functions, Features, Options
- ▶ Installation and Safety
- ▶ Understanding the Rugged Operating System (ROS™)
- ▶ Switch Access and Management
- ▶ Firmware Upgrade (TFTP, Xmodem)
- ▶ Configuration and files management (backup/restore)
- ▶ User Interface, Command Line Interface & Web Interface
- ▶ Basic configuration and factory default settings
- ▶ Equipment level troubleshooting and clearing alarms

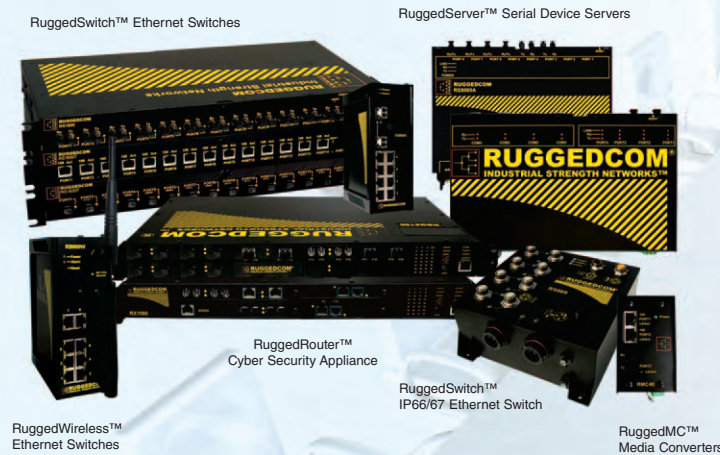
RuggedRouter™ Network Router Training (ROX™)

- ▶ Hardware, Functions, Features, Options
- ▶ Installation and Safety
- ▶ Router Access and Management/Webmin Configuration
- ▶ Network Security: Firewall, IPSec, Virtual Private Network
- ▶ Dynamic Routing, Open Shortest Path First (OSPF)
- ▶ Virtual Router Redundancy Protocol (VRRP)
- ▶ Traffic Prioritization
- ▶ Network Level Troubleshooting

SerialServer™ Communications Overview

- ▶ Protocol Applications and Configuration of RawSocket Modbus/DNP3
- ▶ Serial Over IP Concepts and Configuration: RawSocket, Modbus, TCP, DNP, WDP/TCP
- ▶ WIN/TIN and Microlok Overview
- ▶ Port Redirectors - Concept of Operations

Product Basket



Support



RuggedCom offers Global Support with unsurpassed responsiveness through a world class Technical Action Center (TAC). Offering presales and post sales support, no question is too small or large for us to handle in order to ensure your business operations are up 7x24x365 days.

Understanding our Customer's needs gives us the edge to provide top notch Customer Support. We have experience at both the IT level and at the automation level for a diverse set of industries including electric utility, transportation, and general industrial applications. It is our goal to provide you with unparalleled support, at any project stage, which will enable you to have a fully RUGGEDIZED Network.

Standard Support

All RuggedCom products come with comprehensive support services that provide quick response and resolution to your issues. Standard support includes:

- ▶ **Warranty:** 5 years on RuggedCom hardware products
- ▶ **Telephone:** 4 hr Mean Time to Respond from our Tier Support Engineers 24x7x365 days a year.
- ▶ **E-mail:** Technical queries can be made to support@ruggedcom.com
- ▶ **Web Access:** User Manuals, Release Notes, Knowledge Base Articles, FAQ's, Application Notes
- ▶ **Firmware Updates:** Access to the latest firmware revisions
- ▶ **Advance Replacement:** 3 to 5 day delivery (USA and Canada only).

Priority Support

Priority Support provides additional benefits on top of the Standard Support:

- ▶ Quick restoration of network to ensure optimum performance.
- ▶ Have top priority escalation when you call in for technical issues.
- ▶ Access to a dedicated Support Consultant who understands your network applications.
- ▶ Insurance policy to safeguard your network knowing that the experts are taking care of your needs.

Priority Support includes:

- ▶ **Telephone:** 1 hr Mean Time to Respond from our Tier 1 Support Engineers 24x7x365 days a year.
- ▶ **Dedicated Single Point of Contact:** Receive emergency response by a dedicated Support Consultant who will understand the history of issues to better grasp your network applications.
- ▶ **Priority Escalation:** Be the first to get priority when issues arise. Our best in class escalation procedures go through the management team at RuggedCom to ensure visibility and quick resolution.

Priority Support Bundle

- ▶ Priority Support
- ▶ Free, 1 time Ethernet Switch Training (Basic & Advance) 3 days up to 4 students.
- ▶ Over 30% savings upfront.

Hardware Support Bundle

- ▶ 24hr Advance Replacement for 5 years
- ▶ 2 years extended hardware warranty
- ▶ Free Priority Support for 5 years
- ▶ 35% Savings upfront, payable over 5 years.

24 HR Advance Replacement

Anytime there is a product failure, this program will ensure that a replacement unit is shipped to and received by the customer within 24 hours. This gets your network up and running with minimal downtime while we investigate the product failure issue through an extensive root cause analysis. This program is available in the USA and Canada only. Certain restrictions apply. Contact your regional sales manager or local representative for more information.

Extended Warranty

If the 5 year warranty is not enough, RuggedCom offers extended warranty options to suit your particular needs. Contact your RuggedCom regional sales manager or local representative for more information.



About RuggedCom

RuggedCom designs and manufactures rugged communications networking equipment for harsh environments. RuggedCom has established itself as a global leader in the area of industrial Ethernet and communications technologies. Our industry leading products can be found in mission critical networks where high reliability and maximum uptime are of paramount importance, including: substation automation, the "Smart Grid" for electric utilities, intelligent transportation systems, process control and manufacturing automation. RuggedCom developed the world's first Ethernet switch designed specifically for electric utilities, the world's first error free communications device under severe EMI conditions, has the industry's fastest network fault recovery, and introduced the world's first fully managed waterproof Ethernet switch.

RuggedCom products are at their best when the environment around them is at its worst.

Contact Services and Support:

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Educational Services: RuggedTraining@RuggedCom.com
Support Services: RuggedSupport@RuggedCom.com
Telephone: +1 (866) 922-7975 or +1 (905) 856-5288

Contact RuggedCom:

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Tel: +1 (905) 856-5288 | Fax: +1 (905) 856-1995 | Toll Free: +1 (888) 264-0006
or send us an email at: RuggedInfo@RuggedCom.com
Visit www.RuggedCom.com to locate a regional sales manager in your area

5-Year Warranty Applicable to design or manufacturing related product defects.

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Patent Pending
All specifications in this document are subject to change without notice.

Rugged Communications for Harsh Environments

Training

Support



Professional Services

Services & Support at a Glance