

Support Services

Protect your Spirent investment with ongoing expert support

PROFESSIONAL
SERVICES



ANALYSIS
& REPORTING

SUPPORT
SERVICES



DATABASE
CLOUD LIBRARY



AUTOMATED
TESTING TESTBENCH

TEST SCENARIOS
TEST SUITES



TEST
INSTRUMENTS

Spirent Support Services

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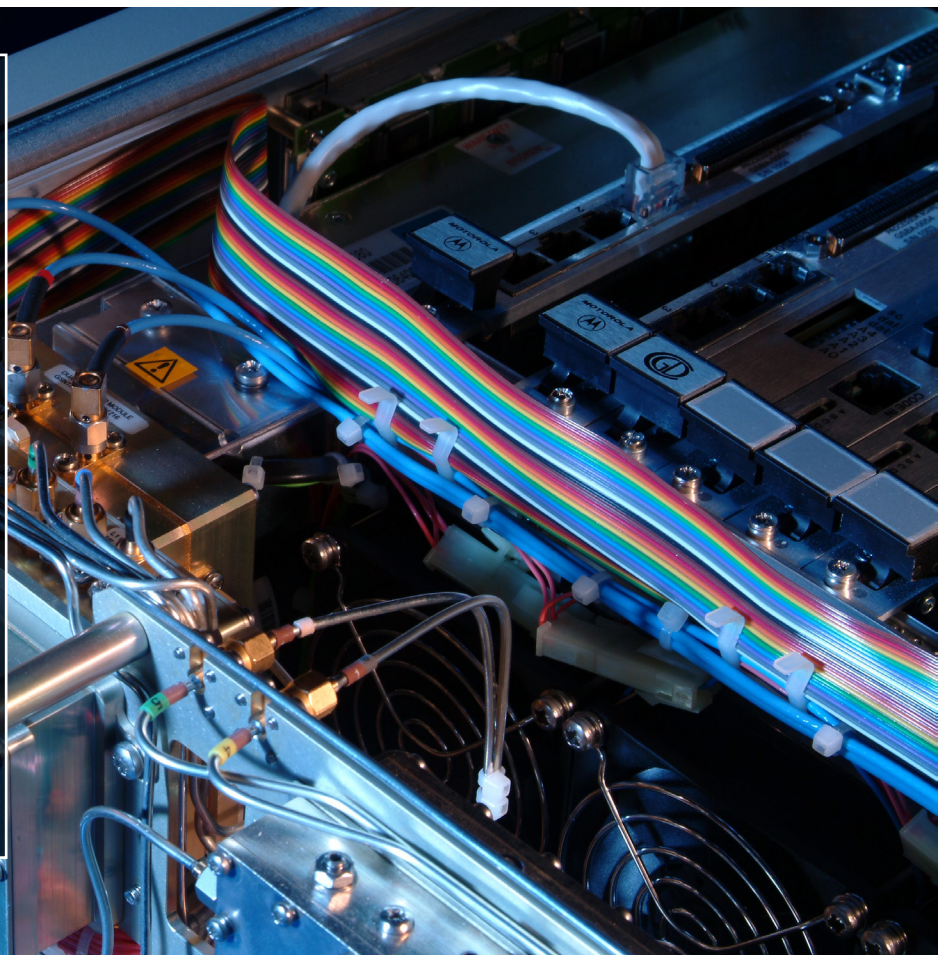
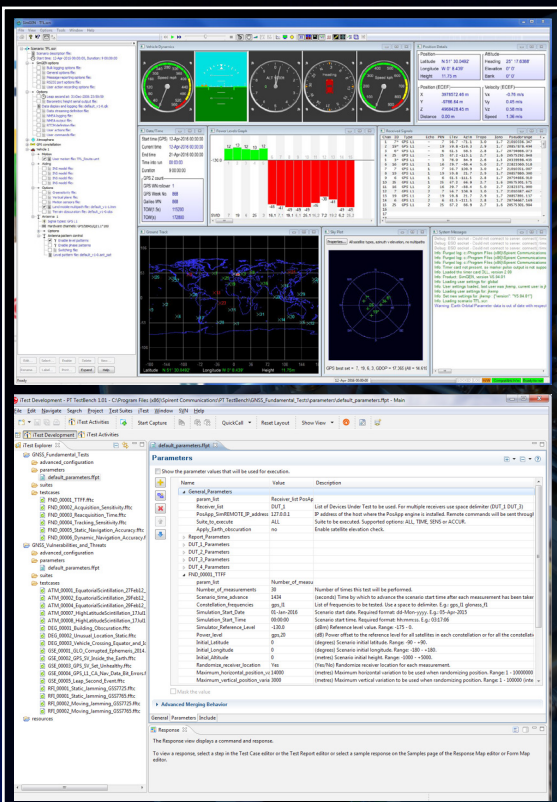
About Spirent

Spirent has been the leader in providing GNSS testing solutions globally for over 30 years. Spirent's unrivaled support services are relied upon by many customers to ensure critical projects and programmes are supported and successfully fulfilled. Spirent's customers include Space Agencies, GNSS System Authorities, Governments and Military, OEM Receiver Manufacturers, and GNSS Chipset Vendors spanning R&D, Integration, Verification and Production Test across Space, Transport, Precision Civil, Timing, Consumer Devices and many more application areas.

Get more value from your Spirent investment

Investing in a Spirent system is a commitment to the future of your products, and Spirent Support Services is there to ensure you get the most from your investment for the longest period of time. Unrestricted access to our network of expert engineers, as well as the latest software developments, can unlock value in a number of areas:

- Boost productivity - we are continually enhancing our software, adding new features and creating new test scenarios, to benefit your testing processes
- Minimize downtime - priority access to expert technical support, providing prompt answers to important questions
- Maintain reliability and save money - annual calibrations ensure you are always testing to the highest accuracy, and an ongoing warranty means you'll never have to worry about potential future costs



What You get with Spirent Support Services

Priority Technical Support

Our support teams around the globe are always on hand, bringing 30 years' GNSS experience into your lab whenever you want or need it. Whether it is configuring your system, setting up a test, or diagnosing a problem, our experts can provide answers in real time - and with dedicated teams in Europe, Asia-Pacific and the USA, your time zone won't affect the level of support you receive.



The latest Software and Firmware Releases

At Spirent we're always looking to improve our software, and we roll out planned upgrades several times a year to all of our supported customers. If staying at the cutting edge is as important to you as it is to us this service will prove to be invaluable.



SimROUTE

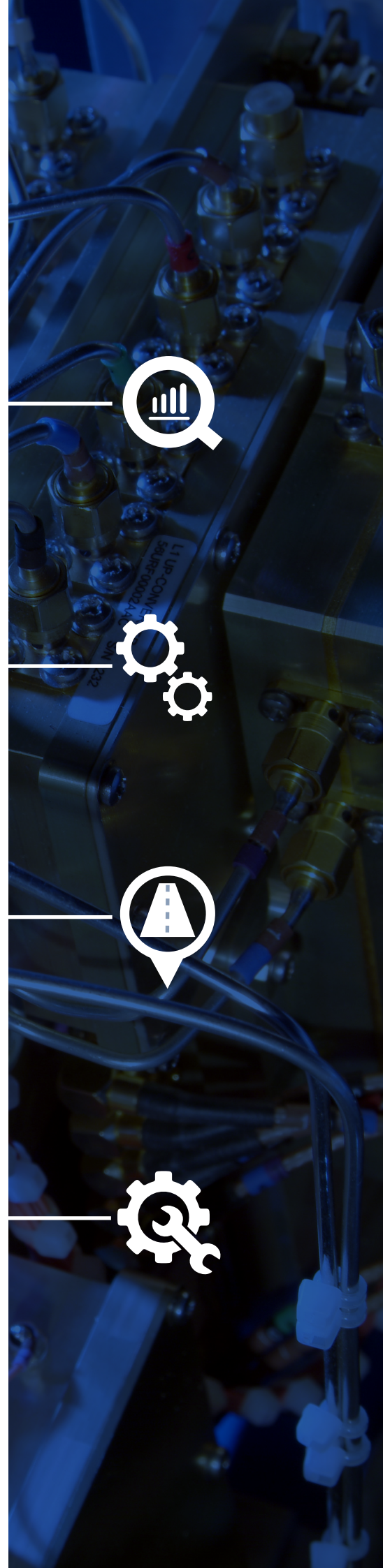
Get continuous access to Spirent's Road-Matched Trajectory Generation tool, SimROUTE™ which allows you to generate road-matched trajectories for use as motion profiles in your test scenario. These are matched to the current Google® maps database. Trajectories can be edited to add waypoints and set road speeds over different sections of the route.



Priority Repairs

On the off chance that your system stops performing as expected we will diagnose any fault and replace any parts necessary at no extra cost. We'll even arrange and pay for any necessary shipping, and provide an extended 12 month warranty on any completed work.

With the same goal of ongoing accuracy and productivity we can also provide a calibration service once a year, making sure your system continues to perform as it did the day you purchased it.



Spirent **Support Services**

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Our Team

Our team of test methodology and automation experts includes leading IETF engineers and RFC authors.

They work with standards bodies and forums to define industry standards, performance tests and benchmarks.



Our Accreditations

- ISO9001-2000
- ISO14001
- OHSAS18001

Find Out More

To learn more about maximising your investment in Spirent Positioning Technology with our expert Support Services, contact your Spirent sales representative.

Spirent operates support offices in UK, USA, Korea and China.

We recommend that customers initially contact the support office nearest to them.

For customers outside Europe, where support enquiries or repairs cannot be completed in region then we would normally complete the work at our UK factory, based in Paignton, Devon, UK. For customers in Europe all support related work is with the UK factory-based support team.

Contact information for support offices is as follows:

US Government/Contractors and Universities

Spirent Federal Systems, Inc.
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Pleasant Grove, Utah 84062
USA
Tel: +1 801 785 1275
E-mail: help@spirentfederal.com

US Commercial and rest of Americas

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