

MaxView® Professional Services and Customer Support



Optimizing network control.

As a Network Operations Center (NOC) operator, you need complete visibility of complex and state-of-the-art networks. You want the power to effectively manage your networks. In addition, you require the security and assurance that your Network Management System will not fail during normal operations and will be easily restored in the event of a casualty. Beyond total network control, Rockwell Collins' professional and customer service teams provide that security through reliable field and technical expertise.

Professional Services

Understanding your requirements is our focus. We ensure you get the most out of your network by using MaxView® software. With our support and advice, you can gain a new level of confidence that your network's performance is optimized

Our highly experienced team understands that Quality of Service (QoS) is as important as the content you manage. We deliver services that will refine your installation so that you deliver optimum QoS with the level of control you need.

KEY FEATURES

- › Software engineering: offering configuration services, and driver development
- › Solution design: preparing site surveys; assessing number of devices and remote vs. NOC management
- › Software implementation: building and installing a tailored solution; quality assurance
- › Program management: handling the customer interface and managing to milestones
- › Network management consulting services
- › Health checks of the existing implementation to ensure MaxView is utilized to its fullest potential

**Rockwell
Collins**

Building trust every day

CUSTOMER SUPPORT

Rockwell Collins' Customer Support team is dedicated to the ongoing network health and maintenance that is vital to providing maximum QoS. All support personnel and managers average more than five years of experience in MaxView® software support and customer interaction.

Customer Support services include:

- Maintenance Plans – Three tiers of software maintenance plans are available to meet your service objectives. They include a best-of-breed ticketing system and escalation management.
- Customer Support Portal – Rockwell Collins has invested in an online portal so customers have 24 x 7 access to our knowledge base including user manuals, driver database, troubleshooting tools and a searchable directory.
- Comprehensive Training – Rockwell Collins offers training programs that include instructor-led training and online courses to maximize your MaxView investment.
- System Health Check – This consulting engagement provides an assessment of your current network and recommendations for optimization.

Together, Rockwell Collins' Professional Services and Customer Support teams can provide value-added services to your business. With more than 600 systems installed on all seven continents, we have the experience to help you optimize your network management and achieve maximum QoS.

The screenshot displays the Rockwell Collins Customer Support Portal. The top navigation bar includes links for HOME, CAPABILITIES, MEMBER, NEWS, CAREERS, and CONTACT US. The main content area is titled "Training Offerings" and features a "Course Catalog" table. The table lists various training courses with columns for Course Title, Length (days), Target Audience, Location, and Course ID.

Course Title	Length (days)	Target Audience	Location	Course ID
MaxView Essentials	3.5	MaxView Operators and Administrators	Duluth, Georgia USA or Customer Premise	1001
MaxView Operator	1	MaxView Operators and Administrators	Customer Premise	1002
Building MaxView Panels	1	MaxView Operators and Administrators	Customer Premise	1003
Advanced Driver Development	6	MaxView Operators and Administrators	Duluth, Georgia USA or Customer Premise	1004
MaxView System Health Check	2	MaxView Operators and Administrators	Customer Premise	1005
MaxView System Health Check	3	MaxView Operators and Administrators	Customer Premise	1006
MaxView Essentials and Integration	5	Certified Partners	Duluth, Georgia USA or Customer Premise	1007
Software Integrator 1	6	Certified Partners	Duluth, Georgia USA or Customer Premise	1008
Integrated Driver Development & Troubleshooting	6	Certified Partners	Duluth, Georgia USA or Customer Premise	1009

The screenshot shows the MaxView Drivers database interface. It includes a search bar and a table listing various devices. The table columns are Make, Model, Interface, Location, and Distance.

Make	Model	Interface	Location	Distance
VISAT	ESM	SWP	TCL	01.01.06
VISAT	ESM	SWP	TCL	01.02.08
Shof	VN90	SWP	TCL	04.03.04.02
Nextec	NTC1245	Serial	TCL	07.04.12.14
Nextec	NTC1238	Serial	TCL	07.04.18.14
Comtech	COM-2008-T	Serial	TCL	07.13.03.01
VISAT	ESM	Serial	TCL	1.0
Verbo	Modular MPB-2006	Serial	TCL	1.0
Verbo	LKL-1201	Serial	TCL	1.02
Verbo	BNA-1011-1032	Serial	TCL	1.03
Paradise Datacom	HRM3100	Serial	TCL	1.04
DCWNET	S052	Serial	TCL	1.05
Paradise Datacom	HRM3-2000	Serial	TCL	1.06
Paradise Datacom	RCF2-1100	Serial	TCL	1.07
Paradise Datacom	RCF2	SWP/TCL	TCL	1.08
Comtech	LMA-RC1240/RC1310	Serial	TCL	1.09
NT Logic	TR0006	SWP	TCL	1.00
Amur	LS00	Serial	TCL	1.009
Paradise Datacom	HRM32000	Serial	TCL	1.01
Kelbye	RC311	Serial	TCL	1.03

Customers can access the training schedule or a device driver directory from the Customer Support Portal.

Building trust every day.

Rockwell Collins delivers smart communication and aviation electronic solutions to customers worldwide. Backed by a global network of service and support, we stand committed to putting technology and practical innovation to work for you whenever and wherever you need us. In this way, working together, we build trust. Every day.

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