

Technical Support Services

Expertise for Specialized Tasks

Overview

At Gilat DataPath we understand that designing a C5ISR system is only the beginning. In order to install and maintain C5ISR equipment at top performance over the long haul, customers often need to call upon outside expertise for specialized tasks such as field services, integrated logistics support, EOL, mitigation support, documentation, training or equipment repairs, resets, overhauls and upgrades. Gilat DataPath also offers network management, 24/7 service desk support and integration/installation/deinstallation support. Gilat DataPath has proven experience providing a wide range of such professional services that help extend the life of our customers' critical communications investments. Our highly trained, globally experienced staff is ready to offer support customized to your needs, ranging from single project to long-term, full-time resources.

Technical Support Services include:

- Field Service
- Sustainment, Maintenance, Repair & Overhaul
- 24/7 Technical Support
- Integrated Logistics Support
- Integration & Installation



Field Service

DataPath is capable of and experienced in providing hundreds of highly trained field service engineers to augment a customer's staff with specialized communications expertise.

These highly trained technical experts can assist with every phase of a program's lifecycle. With experience in hardware and software, as well as new product development and testing, our field service engineers work closely with customers to ensure the ongoing maximum performance of their networks.



Sustainment, Maintenance, Repair & Overhaul

- System lifecycle support
- Design/engineering modifications & changes
- Technology refresh
- Testing (environmental, EMI/EMP, WGS/ARSTRAT)
- Maintenance, repairs, resets, upgrades
- Materials procurement & management
- Warehousing
- Shipping



Customer Support

Network Operations System

- 24x7 call center /service desk support
- Remote triage
- Tech support and troubleshooting
- Network engineering, monitoring & control
- System preventative & corrective maintenance
- Anomaly detection, troubleshooting & remediation
- Extended maintenance, warranty support & RMA management
- Tiered warranty & non-warranty support
- Spares management
- Program integrated preventative maintenance powered by production IP
- Designed to be integrated with client management systems, infrastructure and facilities

Smoke Jumpers / Tiger Teams

- North America & international technical support teams

Integrated Logistics Support

- Documentation
- Training
- Obsolescence Management & Mitigation
- ILS Analysis & Support
- Terminal Performance Augmentation



Contractual Vehicles

- GTACS II, Global Tactical Advanced Communication Systems Vehicles
- RS3, Responsive Strategic Sourcing for Services

Integration & Installation

Field Sites

- Site Surveys
- Integration
- Civil Works
- Installation
- Provisioning
- Deinstallation/Decommissioning



Platform & Vehicular

- C5ISR Equipment Installation, Integration, Testing