



Sunday. 10:30 AM. Caribbean sea ... suddenly, your system meets disturbances and you can't afford an interruption of service in your system ? Are you sure to have the right skills to exploit in an optimal way your installation ? May you remote consult your allocated spare-parts stock ?
Who can help you ?

❖ SOLUTION

That's the End of stress !

Beyond engineering and installation of satellite communications, Metracom accompanies you and brings his know how and expertise to propose you services on which you can trust !

Our customers benefit from a free, permanent access to our "Customer Care" service, set up to bring reactivity and organizing ability in any demand of assistance. To improve the quality of our follow-up, we have a unique entrance point. That's why, we suggest maintenance contracts to guarantee the continuity of service and the integrity of all delivered equipment. For each system or delivered equipment, we offer a technical support. We have a laboratory equipped with test / measures equipment and with a data base allowing us to follow the history of our interventions.

Training : these trainings include the technical statement, the study of the system and the practice of operation as well as the procedures of first level tests.

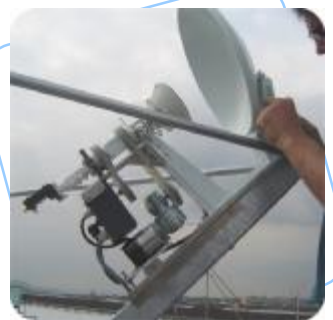
Hot line : a hotline service ensured by a qualified personnel allows to free a difficult situation, to indicate a "degraded" functional mode or to assess a breakdown of an equipment if that is the case. A follow-up of the calls is made, allowing the monitoring of the problems, the diagnoses and the solutions brought.

Extension of warranty : it covers the repair, the components and the hand work in laboratory or in factory of the materials sold beyond the guarantee of one year. An annual visit of preventive maintenance on site allows to practice the maintenance of equipment and also allows to bring adaptations of configuration.

Spare materials : Spare materials can be stored in our premises to be sent to the customer as soon as a breakdown appears.

Interventions on site : This package of interventions on site allows to make a site diagnostic and repair in a very short period of time. This intervention is necessary during the replacement of certain equipments.

Extranet Access : a private web access is available allowing access to hot line reports, stock preview, documentations...



❖ METRACOM, Satellite communications integrator

Competitiveness, Reliability, Neutrality, Quality are our commitments!

Because you and your projects are unique, we have to be a reliable partner for you. We want to be available and in touch with you in order to offer you suitable solutions as well as services and a real support.

So, we anticipate the technological developments, and we invest in those. We also make use of very strong partnerships contracted with the suppliers of technologies. For each project, we call on a specialist team services endowed with a great expertise acquired near operators, integrators, famous manufacturers belonging to the Satellite world. We are always at your sides here, over there, everywhere else.

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