



TECHNICAL SERVICES

COVERTEL
TELECOMMUNICATIONS GROUP

STREAMLINE YOUR PROJECTS WITH OUR EXPERT SERVICES



Our goal is to simplify your technical challenges and enhance your project's efficiency. Our services are crafted to complement your technical skills, offering support from deployment and integration to ongoing optimisation and maintenance. We understand the complexities you face, so we provide expert solutions that fit seamlessly into your workflow. Rely on us to handle the intricate details, so you can focus on achieving your project goals with confidence and ease. Let us be your trusted partner in driving success and performance in your technology initiatives.

Focus on what **you** do best while we handle the complex details.

PRE-SALES AND EVALUATION SERVICES

We empower you to make informed decisions by offering services that transform your ideas into actionable insights, demonstrating their real-world potential. From Proof of Concept (PoC) testing to GNSS Signal Health Checks, our comprehensive approach ensures your solutions are built on a foundation of reliability and performance. By thoroughly evaluating feasibility, performance, and signal health, we help you uncover opportunities and address challenges before committing to full-scale implementation. With our expertise, you can move forward with confidence, knowing your projects are primed for success.

PROOF OF CONCEPT (POC)

Risk-Free Concept Validation

Test and validate your ideas before full-scale implementation with our Proof of Concept (PoC) services. Our experts collaborate with you to assess feasibility, identify potential risks, and refine solutions, ensuring your projects have a solid foundation for success.

GNSS SIGNAL HEALTH CHECK

Optimising GNSS Performance

Ensure the reliability and accuracy of your GNSS system with our GNSS Signal Health Check. We help you uncover and address signal quality and performance issues that could lead to operational inefficiencies, safety risks, and financial losses. Our experts provide a thorough analysis of your GNSS setup and offer tailored recommendations to enhance system resilience.

DEPLOYMENT AND IMPLEMENTATION SERVICES

Our deployment services are designed to get your projects off the ground quickly and efficiently. From streamlined Quickstart Services to detailed Method of Procedure (MoP) support, we ensure smooth implementation that reduces downtime and accelerates time to value for your business.

QUICKSTART SERVICES

Efficient Project Launch

Kickstart your projects with our Quickstart services, designed to streamline implementation processes and ensure smooth project execution. Whether you're deploying new technology or optimising existing systems, our structured approach guarantees efficiency tailored to your specific needs.

METHOD OF PROCEDURE (MOP)

Guided Project Execution

Navigate complex projects confidently with our Method of Procedure (MoP) services. We provide a comprehensive catalogue of test cases and best practices for equipment like Albedo Telecom xGenius, Calnex Sentinel, DNWP ConnectionMaster, and Viavi MTS Series. Our MoP ensures consistent, high-quality results in your deployments.

SYNERGISTIC SOLUTION FOR SUPERIOR INTEGRATION

Maximising Value with Strategic Partnerships

Leverage our partnerships with industry leaders like Phase Pacific, Security Impossible, KiwiQA, and KnowBe4 for exceptional outcomes. Our Partner Solutions combine advanced testing, cybersecurity strategies, quality assurance, and awareness training to deliver high-performance, secure, and innovative solutions tailored to your business needs.



Training and Enablement Services

Empowering your team

Ensure your team is equipped with the latest knowledge and skills through our specialised training programs. We offer targeted courses designed to address the specific challenges you face in network deployment, maintenance, and optimisation. Our expert-led sessions provide practical insights and hands-on experience to help you enhance operational efficiency and achieve superior outcomes.



Post-Sales Technical Assistance

Keeping Your Equipment Reliable, Efficient & Fully Supported

Your test equipment is a vital part of your operations and we're here to ensure it remains reliable, efficient and fully supported. Our Post-Sales Technical Services provide expert guidance, proactive maintenance and fast troubleshooting to minimise downtime and keep your business running smoothly.

Get Started with Our Complimentary Care Package (Included with Every Equipment Purchase)

- ✓ Up to 3 hours of basic training within 30 days of delivery.
- ✓ Technical support requests (30 minutes per issue) within the first 12 months.

Upgrade to Our Premium Support Package

- **Unlimited Technical Support** – Covers both basic troubleshooting and advanced configuration
- **Prioritised Assistance** – Fast-track issue resolution for minimal downtime.
- **Proactive System Maintenance & Updates** – Includes ongoing maintenance, software updates, and timely reminders for calibration and compliance
- **RMA Processing Support** – Hassle-free handling and prioritised support throughout the return process

Flexible Support – On-Demand Assistance

Pay-as-you-go for expert assistance with troubleshooting, advanced configuration and system maintenance, available as needed

Premium Support Package (Annual Subscription)

The Premium Support Package offers unlimited technical support, priority access to experts and proactive maintenance to keep your equipment operational. With a guaranteed 1-hour response time and multiple support channels, it ensures minimal downtime and smooth operations.

Service Scope	Description
Technical Support	Unlimited technical support, including advanced configuration and complex problem diagnosis, via phone, email, remote session, or at our office.
Fault Management	Fault triage and coordination with manufacturers through CoverTel, with prioritised RMA handling
Documentation	Reminders for calibration deadlines and software updates, with guidance to keep equipment up to date
Maintenance Tasks	Proactive system maintenance and regular updates to keep your equipment running optimally
Onsite Support	One on-site visit within the Melbourne metropolitan area, part of the Premium Support Plan
Software Updates	Reminders for software updates with guidance to ensure your equipment stays optimised and compliant
Hardware Support	Prioritised RMA handling and tracking of defective parts during the manufacturer's warranty

No matter which plan you choose, our expert team is committed to delivering fast, reliable and customer-focused technical support.



About Us

We're here to simplify your technical challenges and boost your project's efficiency. From evaluation and deployment to ongoing support, our tailored solutions fit seamlessly into your workflow, so you can focus on what matters most. With industry-leading partners and expertise, we ensure secure, high-performance results that drive your success. Trust us to handle the technical details while you achieve your goals with confidence.

Contact Info

We welcome you to come and say hello! Take the opportunity to acquaint yourself with us better.



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