



**TIMING SUPPORT
& PROFESSIONAL SERVICES**



Standard Support Options

Telephone Support (9a-5p EST & CET)

Our expert staff is available by phone during the hours listed to talk through customer issues.

Email Support

Our expert staff is available by email to talk through customer issues at your own pace. Our email system automatically creates a ticket to track each contact as well.

Support Ticket Web Support

Our advanced ticketing system provides customers with a web form to submit all technical inquiries which provides an immediate reference number and is routed directly to a technical representative for immediate investigation.

Product Demo Availability & Support

Product demonstrations and proof of concept support are available by request with dedicated support staff to ensure your testing and validation is successful and meets your individual business needs

Free Consultation on Product Selection

We have a team of experts available for every region to talk through the best solution for each use case..

R.E.S.I Report Card

Use our Resilience Excellence Scoring Index to identify your level of vulnerability to GNSS-based threats depending on how you use GNSS in your business. Visit safran-navigation-timing.com/r-e-s-i-report-card today to see your score.

Product Support Hubs

Each of our customers have free access to our Support Hubs where we have created curated content based on customer needs for Application Notes, Tutorial Videos, FAQ's, product manuals, and more.

Contact

Web Resources: safran-navigation-timing.com/support-hub
Email: timingsupport@nav-timing.safrangroup.com



Additional Support Options

Product Upgrades & Enhancements

We offer a multitude of replacement and enhancement components and other parts to take the capabilities of your product to the next level. We can also evaluate the state of your legacy device to offer solutions for modifications of singular parts or whole-unit upgrades to the latest version.

24x7 Phone Support

As an added offering to customer mission critical applications, our Services Team has 24 x 7 capabilities both in the US and EMEA to better service our regional needs.

Quick Turn Repairs

We offer a quick turn time option for customer installations where normal repair times will significantly impact critical systems.

Loaners

If our quick turn option does not suit your needs, we also have an inventory of loaners to ensure your system stays active even during repairs.

Advance Replacements

We offer customer contracts to provide equipment replacement in the event of a failure. Swap your broken unit with the advanced replacement to avoid unnecessary down time in your network.

Firmware Upgrades

If you are not comfortable or do not have the staff available to perform firmware upgrades, our Global Service Centers can handle that for you and ensure your entire appliance is up to date.

Evaluations

Send in your units for an evaluation if you are unsure of its performance or want to pursue upgrading options to keep your assets in proper working condition.

Extended Warranties

In addition to our industry leading standard manufacturers warranty, our Service department also offers additional extended warranties to help customers bridge their budgets and keep their assets covered until the appropriate time to upgrade.

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Professional Services

Robust Timing Design Services

Our expert Timing Professionals can partner with you to architect resilient and robust network timing solutions tailored to your unique needs, leveraging our knowledge of GNSS timing to create a tailored solution that ensures precision and reliability.

Comprehensive Installation & Commissioning

From product delivery to limited on-site installation and commissioning, we have professionals for each aspect of the process. Our team ensures seamless integration, allowing you to focus on your core operations.

Defense-Grade Protection

Our resilient solutions protect against the ever-evolving landscape of threats. We can evaluate your system and offer solutions for Interference, Detection, & Mitigation against jamming and spoofing threats.

Sub-Nanosecond Calibrations

For applications that require sub-nanosecond level time distribution, our team of engineers provide calibrations to achieve your specific timing needs and ensure accuracy.

Customized REST API Scripting

A benefit of modular systems is full customization. For this, we've implemented a web UI that supports REST API to allow for improved monitoring and configuration. Our professionals have the expertise needed to create custom scripts designed with your specific requirements in mind.

Product & Technology Training

We offer customized training services on-site, at our facility, and virtually to make your staff proficient in configuring, using, and maintaining our products in your specific environment. Each trainee is issued a certificate of completion to validate their learning experience.

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