

THOMSON

▶ **VIDEO NETWORKS**

INTEGRATION SERVICES

DELIVERING THE SOLUTION

SATISFACTION GUARANTEED.



The Thomson Video Networks integration team, headed by a project manager, provides technology and service expertise to design and build custom-made solutions with one objective in mind: customer satisfaction. The project manager, who is accountable for delivering the solution and associated obligations, is your unique point of contact.

The rapidly changing media landscape naturally affects the complexity of video delivery systems. The design of a solution is essential to maximizing the potential of one's video compression system. The Thomson Video Networks philosophy is straightforward: a system is not an addition of products, but a guaranteed solution. The system integration team, headed by a dedicated project manager, designs and deploys the solution with a fixed key objective in mind: customer satisfaction!

Project Management

The Thomson Video Networks project manager is your unique and privileged point of contact, and is the person accountable for accomplishing the stated project objectives. He or she guarantees a dedicated solution by following the agreed upon "statement of work." The project manager has full delegation of authority as regards all project organization until delivery is complete. With Thomson Video Networks, the result is guaranteed.

Engineering

The "system-design details" is a set of documents comprising plans, diagrams, rack layouts, etc., which together constitute a detailed design of the solution, according to the system concept agreed upon between parties and taking into account all necessary requirements.

Cabling and Installation

A precise mechanical rack design, which provides cooling efficiency, easy installation and operation, as well as decent cabling (electrical, inter-, intra-rack connections), will determine the success and reliability of one's solution.

An accurate and skillful design will also reduce downtime, lower maintenance costs, and facilitate migration to next generation equipment.

Because of the large number of cables required, it is necessary to appropriately cut, set, solder and position them for optimized functionality. The Thomson Video Networks experience and know-how, and its use of proper tools, ensure a qualified service and optimum result.

Commissioning

Once all the gear is racked and connected, Thomson Video Networks will proceed to set up, test and check all parts of the system. The main functions and performance are tested and recorded. All parameters set in the system are gathered and delivered within a dedicated document. This deliverable gives a concise snapshot of the system, as it was configured, at the end of the commissioning phase and is the first step toward accurate traceability of the system during its entire lifetime. Once commissioned, the system is generally presented for site acceptance tests. A factory acceptance test may be organized to ensure system readiness prior to shipment.

Assistance

In addition to any solution deployment, Thomson Video Networks also offers assistance services mainly dedicated to product sales. Assistance is performed remotely by phone, e-mail or through Internet access to the products, or can be done on site. For assistance related to a product sale, the planning is carried out by the order desk of Thomson Video Networks.

Thomson Video Networks Services: Not Just Integration Services

Training, consultancy and OneCare Service Level agreements are a perfect complement to any Thomson Video Networks solution

- › Customized system training, focusing on the actual solution, is essential to getting the most value out of Thomson Video Networks solutions.
- › During the preliminary design phase Thomson Video Networks offers a range of consultancy services in order to clarify particular aspects related to the external digital television headend environment, or to prepare you for a new stage of deployment or expansion of an existing headend.
- › One Care Support: your personal quality controller and peace of mind. Thomson Video Networks has a team of very experienced engineers available to support its customers so they can maximize the potential of their video compression system, while reducing daily operational costs.



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