

## Radio



### **ARINC Managed Services Radio Maintenance and Support**

At AMS, we know we can't just be a service provider to our customers. Our Radio Maintenance & Support has become an integral part of several major airlines' operations. Standards for network reliability and availability are rigorous and they rely on AMS for the highest level of expertise, planning, operating, administering and maintenance of all their radio systems—including managing third party vendor support.

An industry leader in such stringent environments, AMS will bring unique, interchangeable expertise to your radio infrastructure, including all Land Mobile radio systems, 450 and 800 MHz conventional and trunked radios, as well as integrated Digital Enhanced Network (iDEN) radios. Our fully-equipped depot maintenance and repair facilities provide convenient, fast, manufacturer-specific expertise. Defined Service Level Agreements monitor performance and provide transparency so our customers get the service they expect—with no surprises.

#### **AMS Radio Service Management**

The entire AMS team is trained to follow uniform procedures, comply with all industry rules and regulations and is ISO 9001 certified.

#### **Maintenance Service**

- ▶ Preventative maintenance including inspection, repair and cleaning radio systems
- ▶ Corrective repair of all radio services according to established SLAs
- ▶ Depot maintenance in support of in and out of warranty OEM equipment
- ▶ 24X7 customer support and response

#### **Technical Support**

- ▶ Technology plans customized to your near and longer term business requirements, recommendations and overall strategy



## **Installation Support**

- ▶ Fully deployed radio systems including consoles, transmitters, receivers, filters, and antennas
- ▶ Configuration support and testing
- ▶ Voice and data radio network implementation and support

## **Radio Frequency Management**

- ▶ Radio frequency license renewals and upgrades
- ▶ Radio Frequency Interference (RFI) troubleshooting, including field surveys and preparing technical documentation when necessary

## **Administration and Operations**

- ▶ Radio System administration and configuration
- ▶ Performance measurement and reporting
- ▶ System expansion planning
- ▶ Asset/inventory management of equipment
- ▶ Billing and contract management

## **Spares Management**

- ▶ Distribution of equipment to and from customers
- ▶ Designated depot repair centers to accommodate customer requirements

ARINC Managed Services (AMS) is a leading provider of IT and telecommunications managed services. We supply maintenance, service desk, and professional services that improve equipment reliability, decrease costs by minimizing downtime, and enhance overall operations. AMS has technically advanced systems, knowledgeable personnel and in-depth experience working in the most demanding service environments in the world. AMS is a subsidiary of ARINC Incorporated.



Learn more at [arincmanagementservices.com](http://arincmanagementservices.com)

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**ARINC**  
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