



Product Support Services



Comprehensive Customer Support

PDSi understands the importance of complete customer support. From our years of experience in both product and systems integration support, in enterprise, telco and military environments, we have support solutions to meet your needs and maintain the highest levels of customer satisfaction.

PDSi Standard Warranty

The PDSi warranty on most standard products is 12 months and begins on the date of shipment. Warranty on integrated solutions includes handling all third-party components included. Standard warranty includes 9x5 telephone support and return to factory repair/replacement. Optional warranty extensions and added services are available up to 24 or 36 months.

Telephone Support

PDSi offers complete telephone support for every warranted product during PDSi business hours, which are 8am to 5pm, Eastern Time. Our staff is highly trained and company-wide resources from multiple groups (technical support, engineering, and production) are available for instant assistance on technical support trouble tickets. We also offer optional extended hours of telephone support.

Expert Repair

With almost 20 years of experience providing full-service repair for Fortune 500 companies, PDSi offers a world-class level of engineering expertise and integrated, one-stop service solutions for repair, screening/testing, EOL management, product lifecycle extension, multi-vendor service programs, and more.

Third Party Support

PDSi has a history of partnering with major hardware and software houses to provide the best in integrated solutions. We pride ourselves on third party management and effective integration skill sets. Our level of expertise in the major operating systems is very high. Our experience with managing suppliers and third party vendors is outstanding. PDSi is committed to offering complete support on every sub-component of every PDSi chassis or system shipped.

Carefully Managed Programs

PDSi can assign a dedicated Program Manager (PM) to be the single point-of-contact for your business. The PM is responsible for smooth execution of the program and your overall satisfaction with PDSi's performance. As part of a customized engagement, key performance indicator (KPI) metrics can be established to enable ongoing objective measurement of the program by both parties



Customer Web Portal

Through the password-protected customer web portal, we can also setup 24x7 online access to key business reports including order and shipment status, RMA status and details, customer-owned inventory reports, and KPI metrics and scorecards. EDI interfaces are also available for automated exchange of program information.





Advanced Replacements

Our full range of sparing and advance replacement programs are available to you. PDSi can operate a "customer owned" spares depot - if you choose to purchase extra spares, they can be tested, documented, boxed and made ready for immediate shipment, M-F, 8-5. If you contract for a spares depot, inventory transactions and real time information on available spares will be available 24x7 on the portal.

Documentation

Your complete product documentation is available to you in downloadable PDF format via our secure web portal. PDSi can also help in the creation of custom user's manuals and installation manuals.

Post Warranty Support

PDSi offers a variety of post warranty support options, including sparing strategies, spares depot management, extended warranties and block rate telephone support.



End of Life Planning

Maintaining systems through to the end of product life can be challenge. PDSi has taken many projects from the initial design through to decommissioning, and we understand the additional complexities of support and repair on older technologies. We can offer support extension options, where EOL'ed sub-components are purchased and stored exclusively for your products long term repair requirements.



*20 years of
OEM
Award-winning
Service*

Advanced Services and Systems Engineering

Other advanced services PDSi can offer customers include:

- Custom product and system design
- Agency testing and certification
- System/solution training
- Customized manufacturing
- ECO management
- Software update management
- Conformal coating
- Environmental and stress testing
- Performance benchmarking



To Learn More

For more information about PDSi's services and support options, email us at info.sales@pinnacle.com, or call PDSi at **(800) 882-8282** and ask for Sales.