

Products that Perform, Services that Excel

Drew Zogby, COO Alpha Technologies, Inc.

Availability of clean, reliable, uninterruptible electrical power is an essential element of all broadband network operations. The equation is a simple one – *no power, no service*. But no service really means no revenue. So we take all aspects of power provisioning and management very seriously on behalf of our MSO customers. Bottom line, power is one of the “great enablers” that allows information to flow and the broadband industry to flourish.

Beyond the products themselves, this “service component” of a power system is a sometimes overlooked or misunderstood aspect of network reliability. It begins with the **proper installation** of the equipment and continues through its entire useful life cycle, including regimented **preventative maintenance programs** and any needed **refurbishments**, updates or **repairs** along the way. Service life and equipment performance are optimized through such programs, and overall network reliability is enhanced.

Both products *and* services are critical elements in building, operating and maintaining a reliable network. Alpha is uniquely qualified and ideally positioned to provide both the products that perform in demanding applications, as well as the comprehensive services needed to keep network equipment operating at optimal levels.

What is Service?

“Service” means different things to different people. To some, it may be a comprehensive warranty program or 24/7 technical support. These are standard customer liberties that should be included in any vendor-customer relationship, but they represent only the beginning.

To Alpha, service means working hand-in-hand with the customer from day one to ensure their power equipment and other critical network systems exhibit optimum performance. What differentiates Alpha is a steadfast commitment to helping maintain the integrity of the network through specialized, programs covering all phases of **Engineering / Design, Installation & Construction, Preventative Maintenance and Repair Services**.

Engineering, Design and Installation Services

Alpha’s national network of project managers and qualified technicians provide turn-key installation and construction services for a variety of Outside Plant, Headend, Telecom, Industrial and Renewable Energy applications. With the goal of simplifying and streamlining from project inception forward, Alpha provides an assortment of installation services including structure engineering, right-of-way and

easement procurement, site preparation, equipment installation, utility hook-up coordination, system turn-up and testing.

Preventative Maintenance Programs

Employing a region-by-region team of certified field service technicians, Alpha performs routine scheduled maintenance, local and remote alarm testing, plant hardening initiatives and local data analysis to safeguard capital investment and promote long-term sustainability.

Alpha's comprehensive preventative maintenance programs allow network administrators to remotely manage power systems and proactively deploy the right fix agency to pre-empt failures, increasing network reliability and return on investment while reducing unplanned expenses and fleet dependency.

Additionally, a Maintenance Management System (MMS), such as Alpha's XM360 offering, provides greatly improved network visibility and control, giving operators the information required to take appropriate replacement action before outages occur.

Repair and Refurbishment Services

Alpha provides expedited equipment repairs by maintaining a nationwide network of repair depots, servicing ***all makes and models of line equipment, headend equipment, fiber optics, test equipment and power supplies.***

Alpha's service offering extends well beyond its own family of products to include total service and repair of all third-party equipment, making the company an industry advocate and technology liaison for the entire broadband community. Certified Alpha technicians develop customized repair plans at regionally-based facilities to fit budget, load and policy requirements.

Additionally, Alpha field service engineers can be dispatched in fully-equipped Alpha service vehicles for pickup and delivery of critical network components and to assist customers with emergency preparation and response programs.

Partnering with Alpha

Selecting the best possible power products available is a good start. Partnering with a proven, long-time industry leader to ensure their proper installation, maintenance and repair is infinitely better. The synergy in *this* equation can yield enormous dividends, including immediate operating cost savings, enhanced network reliability, and greatly extended service life of valuable network components.

Alpha Technologies is pleased to be such a partner to its wide variety of customers around the world, and remains committed to providing -- *products that perform and services that excel.*