



## Advanced Technical Services

### Providing Headend Equipment Repair Support Services to the CATV Industry

Advanced Technical Services (ATS) offers a variety of headend equipment repair service offerings to help our MSO customers reduce cost, reduce cycle time and increase customer satisfaction.

As an ISO-9000 certified repair center, all ATS headend equipment repairs conform to the highest standards of quality and delivery. After repairs are completed all units are fully tested to insure proper operation in the field.

The ATS' team is committed to delivering the highest level of customer satisfaction throughout the repair process and offers a variety of logistics solutions to streamline the RMA process.

Headend support solutions include; a dedicated in-house technical staff for faster repair cycle times, advanced exchange and warranty screening programs to reduce cost, and make certain critical equipment is available when and where it is needed. ATS also provides monthly management reports to help managers make better and more timely equipment repair decisions.

### Certified & Trained Technical Staff

Since 1981, our team of highly skilled engineers, technicians, and warehouse support staff have supported the needs of major OEM customers worldwide. The ATS technical staff has over 300 years of combined experience and has repaired over 12,000,000 electronic products for their customers.

### Advanced Exchanged Programs

Our Advanced Exchanged Programs help minimize customer wait time by sending pretested products out to customers in advance of their defective returns. Advanced Exchange Programs have consistently been shown to improve customers satisfaction and loyalty across many industry groups.



### Warranty Screening

ATS' Solutions team offers warranty screening programs to help our customers reduce unnecessary repair costs. All incoming products are screened for warranty status and processed according to customer designed specifications. Warranty screening consistently lowers the total cost of repair.

### Products Supported

Digital Satellite Receivers  
RF Modulators (QAM/QPSK)  
UP Converters  
Control Modules

Transmitters  
Receivers  
Power Supplies  
Rectifiers

### Key Benefits

- Warranty—1 year
- Nationwide Pickup & Delivery
- Monthly Mgmt Reporting
  - Activity by technician
  - Spend by location
  - Top spend by unit
  - Tag to unit failure confirmation & status
- Faster Repair Cycle Time
- Highest Quality Repair

### Manufactures Supported



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ISO 9001:2008 Certified