

# Chronos Support Service

**Keeping your Network Operational and Generating Revenue 24/7/365**



## Spares Support Plan

Spares Support Plan is an exclusive Chronos offering, ranging from office hours to 24/7/365 telephone helpdesk, next day hardware replacement, to next day on-site technical support, all repair shipment and clearance costs for repairs—and all this is supported by an extensive stock of several generations of Microchip time and timing hardware

Our in-house support also extends beyond timing hardware to not only Microchip's TimePictra management platform and Domain Time II monitoring and time management software, but also the operating systems and databases that underpin these solutions.

Rooted in the frequency synchronisation of digital telecom networks, SSP has continually adapted and evolved as time and timing has evolved from an external signal service to a network service delivered in-band with data. Many of our support calls therefore have migrated from discovering which element of the timing hardware has failed, to troubleshooting network and network element configuration to ensure timing services meet our customers' expectations.

Chronos specialises in the supply and installation of time synchronisation, software and management systems and has been supplying unrivalled global support to our customers, including some of the world's largest service providers, for more than 30 years.

From implementation to equipment retirement, Chronos can be relied upon for all your service requirements.

Today's modern networks are designed with redundancy in mind, giving service providers a solid defence against catastrophic failures. However, equipment failures and other unplanned events arise where rapid response and action is required to prevent non-service affecting issues escalating.

This is where Chronos excels; providing our customers with complete peace of mind, that whatever, and whenever a situation occurs, we are here 24/7 to offer our expert knowledge and support and to get your network fully operational with the minimum of delay.



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The key features that can be incorporated into a customers' support plan are as follows:

### **Chronos Technical Helpdesk**

The Chronos Helpdesk provides customers with direct access to the expert knowledge of the Chronos support team and is available to remotely troubleshoot and resolve issues with equipment and management systems. We guarantee response times from your initial call, and keep you informed of fault progress as often as required.

### **Spares Management**

Why use your company's valuable capital expenditure to purchase your own spares when we can do it for you?

### **Advance Replacement**

We guarantee to replace your faulty equipment within one working day, or faster depending on the Service Level Agreement (SLA). This can either be facilitated using equipment from 'Chronos Managed Inventory' or 'Customer Owned Inventory' pools.

### **Chronos Managed Inventory**

Chronos has invested considerably in spares inventory that matches our customers' deployed equipment. As a result, we hold a comprehensive range of stock ready for advance replacement into your network - no dealing with manufacturers' warranties and having equipment out of circulation while it is being prepared; Chronos simply bring or deliver a spare to site (Service Level dependent).

Spares holdings are regularly checked using Mean Time Between Failure (MTBF) data (both computed and live) and Mean Time to Repair (MTTR) on a monthly basis to ensure that your needs are met by our inventory at all times.

Our network ready spares are kept in a live state enabling our engineers to configure them to your specific requirements, ensuring a hot swap capability at your equipment locations.

### **Customer Owned Inventory**

If you prefer to own your own spares as assets, Chronos can manage these for you. They are held as "Goods in Trust" and are kept separate from our own managed spares.

Your spares will be kept in a live state, configured to your specific requirements, ready to be delivered or shipped to site in the event of an equipment failure.

All repairs of your assets can be managed by us, and we can provide full fault reporting.

### **On-Site Support**

For issues that cannot be resolved via the Helpdesk, and where shipping advance replacement equipment to site is not an option, Chronos offers on-site support services to resolve issues and return your supported equipment to normal operational condition. Our engineers have the knowledge and relevant certifications to work at your network sites and maintain your equipment to the high standards you expect.

You can choose from next working day or next calendar day site visits for your business critical systems.

### **Service Level Agreements**

To provide our customers with the exact service level they require Chronos provides varying levels of Support Plans but these can all be tailored to suit customers' specific requirements. We offer any combination of the following services:

- 9-5 Telephone Support - Technical Helpdesk support during UK office hours
- 24/7 Telephone Support -Technical Helpdesk support 24/7
- Advance Spares Replacement—Same day dispatch of advance replacement equipment
- On-Site Support—including advance spares (SLA agreed timeframe)