

# SERVICES AND CUSTOMER SUPPORT

TACTICAL SOLUTIONS

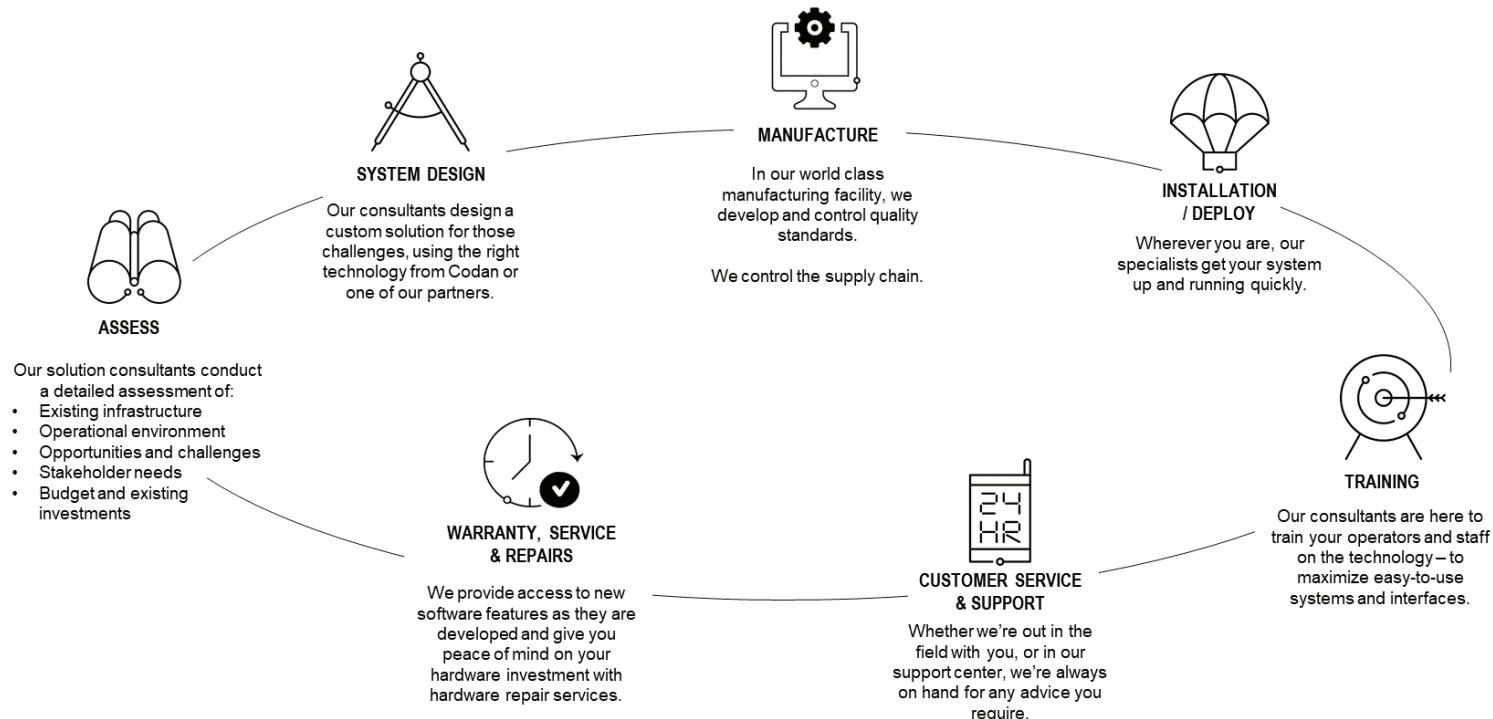


**CODAN**  
COMMUNICATIONS

[CODANCOMMS.COM](http://CODANCOMMS.COM)

**BE HEARD**





ABOVE Codan Communications Customer Support Life Cycle

## MISSION

With a history of over 60 year's commitment to customers, Codan Communications goes well beyond the production and sale of high quality tactical communications equipment.

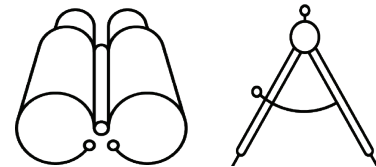
Operating in more than 100 countries, Codan has developed a global, highly responsive and capable support network that ensures the very best in before and after sales support and services.

Codan Communications' mission is to deliver high-quality, performance-based training and essential support services that give customers the knowledge and skills to effectively operate and maintain their communications networks. Codan offers a range of professional services for all tactical communications requirements.

## CODAN COMMUNICATIONS CUSTOMER SUPPORT LIFE CYCLE

Where others will ask to change a customer's operating procedure to accommodate their radio systems, Codan starts by truly understanding the customer's situation before assembling the solution that does the job required. The Codan

Communications support life cycle includes services, training and support from initial discovery to deployment and beyond.



## ASSESS AND SYSTEM DESIGN

A radio system (or network) must address coverage issues, meet customer requirements, support legacy equipment and seize the opportunities of new technologies.

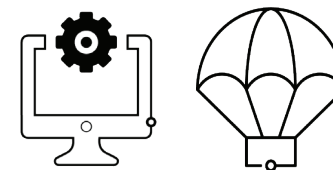
Codan Communications has the consultative experience to assess and understand your mission critical requirements, key parameters and network elements to ensure performance efficiencies and return on capital expenditure objectives are met.

Key elements of Codan Communications Assessment and System Design Service are:

- Network planning and understanding your network requirements

- Offering potential savings on capital expenditure, by optimally positioning equipment
- Retaining and reusing legacy equipment (where possible) by interfacing them into the new network with our Radio Interoperability System (RIOS), which can reduce training requirements, maintain familiarity and enhance usability
- Frequency prediction to theoretically model coverage for the network and understanding the system objectives, requirements and identification of potential issues
- Site Surveys to ensure the agreed network design meets the coverage and mission or project requirements
- Planning the deployment of the network solution to enable seamless migration and risk mitigation to maintain network communications throughout the process. This process can be staged for optimum control.

Codan Communications will then design a bespoke proposal based on the functionality and performance requirements established during the consultation process.



## INSTALLATION / DEPLOYMENT

### Project Management

For many organizations, managing a system installation/deployment falls outside core business scope and represents a significant challenge. The technologies may be unfamiliar and the management activities may require resources that are unavailable within an organization.

Irrespective of project complexity or size, Codan can help accomplish installation/deployment objectives on time and within budget. Codan's Project Management expertise reduces risks



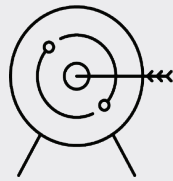
through every phase and results in a faster return on investment.

ABOVE Field Service Representatives in-country training

- The Codan Project Manager (PM) will have oversight of the entire project from site survey, installation and training to ongoing support. A project plan will be created with detailed equipment programming, installation, setup and training plan
- The PM will provide ongoing assessments and active addressing of learning objectives that are required for equipment setup and operations. Regular reporting (and meetings) with the customer on key activity to include network status, equipment fielding / installation, training, support documentation, scheduling, problem areas, potential solutions, future plans and any other significant matters.

Codan's PMs have end-to-end support skills of systems that incorporates vehicle installation, HF/VHF/UHF, satellite, encrypted / unencrypted voice, data and IT networks. Their aim is to satisfy the customers' requirements and understand the importance of working to critical deadlines.





## TRAINING

Customer training is delivered by our Codan Certified Technical Staff who are professionals with extensive experience in tactical communications. A significant proportion of Codan front line staff are former defence or law enforcement veterans and, therefore, truly understand customers mission and project requirements.

Based on this experience, Codan Communications has developed in-house training courses using a systematic approach. This methodology ensures that training requirements are achieved:

- Through identification of performed tasks associated with each personnel role
- Easy-to-follow trainee materials and associated technical documentation
- In the most cost effective manner by offering a range of teaching environments, from local presence delivery in traditional classroom / workshop style or remote support versions.

Codan has state of the art facilities at our premises in Adelaide, Australia or in one of our regional training centres in Dubai, UAE or Washington DC, USA.

On-site training builds the confidence of personnel by improving their knowledge of system operation and skills in operating equipment. This has proven to enhance efficiency, performance and reduce equipment misuse and downtime.

Codan works closely with its customers to understand, design and implement the training solution to meet operational requirements. Codan training, therefore, consists of standard

and bespoke courses that effectively deliver training and reinforce knowledge transfer with instructor-led training.

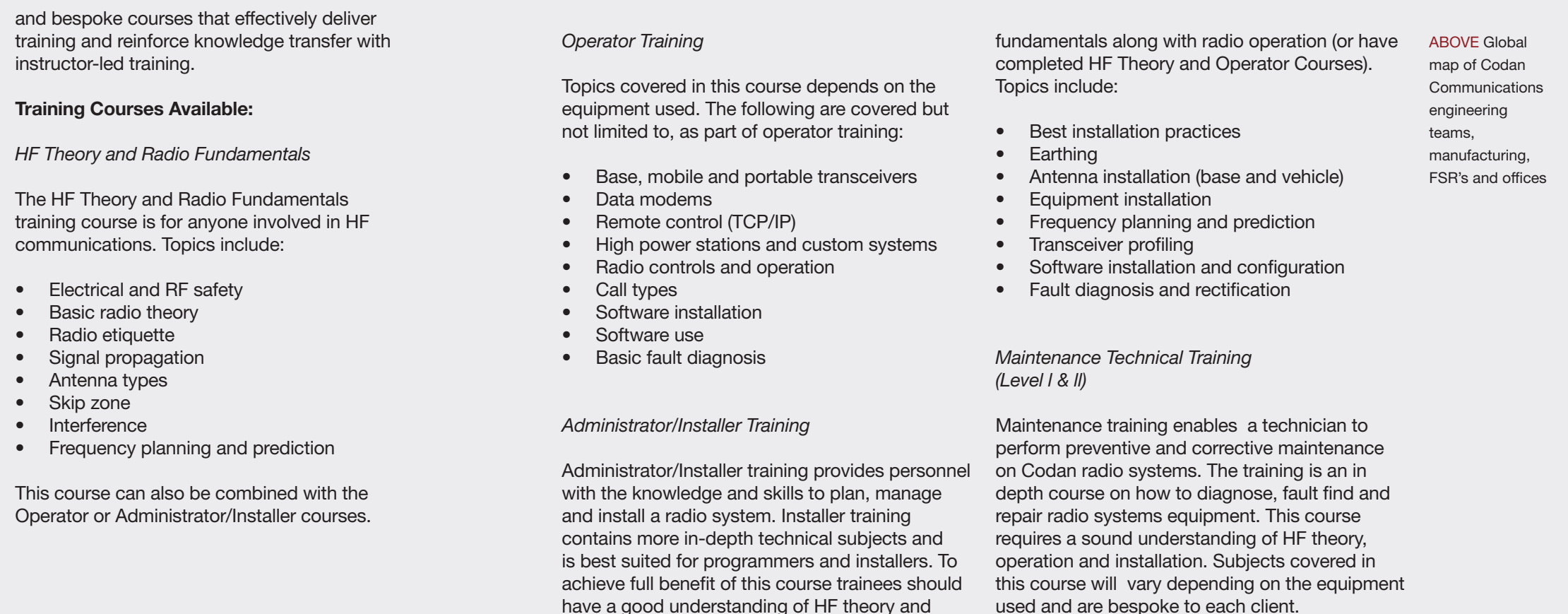
### Training Courses Available:

#### HF Theory and Radio Fundamentals

The HF Theory and Radio Fundamentals training course is for anyone involved in HF communications. Topics include:

- Electrical and RF safety
- Basic radio theory
- Radio etiquette
- Signal propagation
- Antenna types
- Skip zone
- Interference
- Frequency planning and prediction

This course can also be combined with the Operator or Administrator/Installer courses.



### Operator Training

Topics covered in this course depends on the equipment used. The following are covered but not limited to, as part of operator training:

- Base, mobile and portable transceivers
- Data modems
- Remote control (TCP/IP)
- High power stations and custom systems
- Radio controls and operation
- Call types
- Software installation
- Software use
- Basic fault diagnosis

### Administrator/Installer Training

Administrator/Installer training provides personnel with the knowledge and skills to plan, manage and install a radio system. Installer training contains more in-depth technical subjects and is best suited for programmers and installers. To achieve full benefit of this course trainees should have a good understanding of HF theory and

fundamentals along with radio operation (or have completed HF Theory and Operator Courses). Topics include:

- Best installation practices
- Earthing
- Antenna installation (base and vehicle)
- Equipment installation
- Frequency planning and prediction
- Transceiver profiling
- Software installation and configuration
- Fault diagnosis and rectification

### Maintenance Technical Training (Level I & II)

Maintenance training enables a technician to perform preventive and corrective maintenance on Codan radio systems. The training is an in depth course on how to diagnose, fault find and repair radio systems equipment. This course requires a sound understanding of HF theory, operation and installation. Subjects covered in this course will vary depending on the equipment used and are bespoke to each client.

**ABOVE** Global map of Codan Communications engineering teams, manufacturing, FSR's and offices





## CUSTOMER SERVICE AND SUPPORT

### Support Services Agreement

Understanding the complexities involved in mission critical system performance to avoid potential problems is vital. Network requirements never remain the same over extended periods – making it paramount that mission critical communications networks can adapt over time. Network downtime greatly decreases efficiency, increases costs and amplifies the risk to staff.

Codan Communications works alongside customers to understand support requirements to select the right level. This enables:

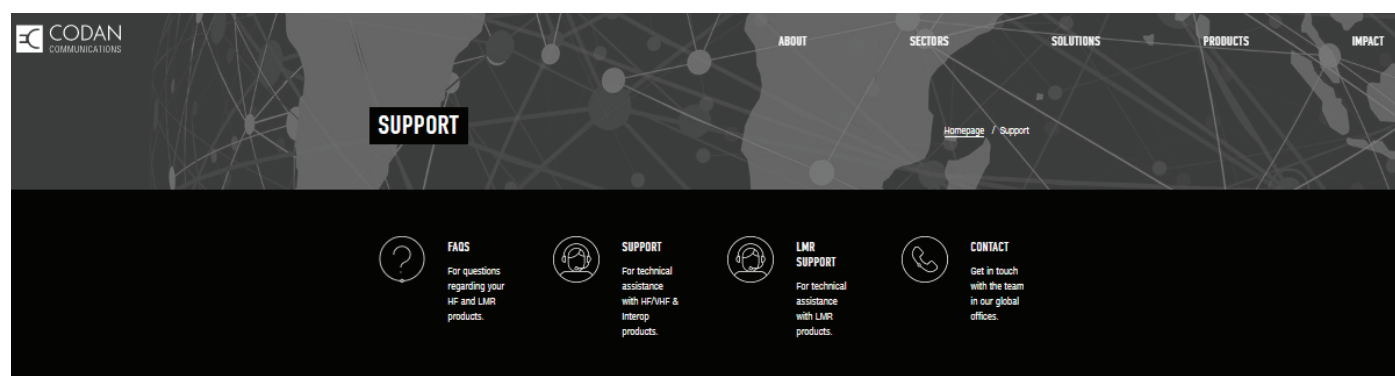
- Protection of investment through access to new software features as they are developed
- Stability of your communications system infrastructure
- Hardware repair services that can extend the life of your infrastructure and devices.

### Other support offered

- **Codan Certified Service Centre:** An in-country fully accredited Codan Communications Service Centre can be established to carry out configuration, testing and repair of Codan products
- **Codan Certified Field Service Representatives (FSR):** Codan Communications have a number of Codan Certified FSRs imbedded within customer organizations worldwide. Codan FSRs conduct work as defined within the customers project, providing but not limited to site surveys, installation, training of customer personnel, trouble shooting, maintenance and essential mission support of the Codan systems. FSRs also allow for more robust overall control and oversight of the project and deliverables, ensuring sustainability of solutions over time.

On-line support is also available via our dedicated support portal to provide a variety of technical information that can be downloaded as required. Codan is committed to be on standby to assist wherever and whenever necessary.

BELOW Online support via the Codan Support Portal



#### ARE YOU A PARTNER?

Resources for existing customers and dealers.

LOGIN TO PARTNER PORTAL

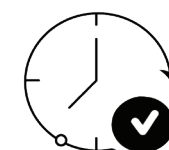
#### SEARCH THE LIBRARY...

#### PRODUCT INFORMATION

Discover more information about our HF and LMR products, including technical notes, datasheets, and more.

#### APPLICATION NOTES

By outlining how Codan products and technologies are applied in existing systems, our application notes provide valuable insights into our solutions.



## WARRANTY, SERVICE AND REPAIRS

Codan Communications equipment is covered by an industry leading standard warranty. This is a hardware warranty for Codan manufactured products for three years due to manufacturer defects. Simply put, if a piece of Codan hardware becomes defective due to manufacturer defect, it will be repaired up to three years from purchase. Extended warranties are also available.

Our Return Material Authorization (RMA) process enables customers anywhere in the world to deliver their Codan products to one of our service centres for service and technical support.

All Codan Communications products are supported by a comprehensive supply of spare parts to maximise the operational life span. Codan's policy on provisioning spare parts extends to not less than 5 years beyond the cessation of any products production.



TOP Training with the Multinational Joint Task Force in Chad

ABOVE Codan representative installing a vehicle antenna in Sierra Leone

LEFT Aerial shot of Codan HQ and training facilities in Adelaide, AUSTRALIA

NOTES

**FOR MORE INFORMATION CONTACT**  
**sales@codancomms.com | codancomms.com**

**US Office**  
**Codan US, Inc.**  
19955 Highland Vista Drive  
Suite 145  
Ashburn  
VA 20147  
Phone: +1 571 919 6432

**Dubai Office**  
**Codan Communications**  
305-306, Tower BB1, Mazaya  
Business Avenue  
Jumeirah Lake Towers  
Dubai UAE  
Phone: +971 44 53 72 01

**Australia Office**  
**Codan Limited**  
2 Second Avenue  
Technology Park  
Mawson Lakes  
South Australia 5095  
Phone: +61 8 8305 0311