



## Professional Services

Enabling seamless modernisation  
of control rooms

Facilitate innovation and identify efficiencies

Leverage services tailored to your precise needs

# Balancing priorities

Bringing any new system into operation in a control centre is a joint undertaking for the customer and the vendor. Organisations want to ensure that operators can use new technology to its full potential, while maintaining the availability of safety-critical environments.

Since most organisations only refresh their technology every few years, it is unsurprising that bringing in an experienced partner can be a key element in ongoing success. But selecting the right service provider can be challenging. Organisations need providers that understand technically complex environments, and how critical these systems are to protect services from disruption.

Frequentis provides a comprehensive suite of professional services to complement our end-to-end portfolio of control room technology solutions. Our skilled experts understand your priorities and how to deliver on them, offering services to cover every phase in the control room lifecycle.

## Customer lifecycle phases key challenges

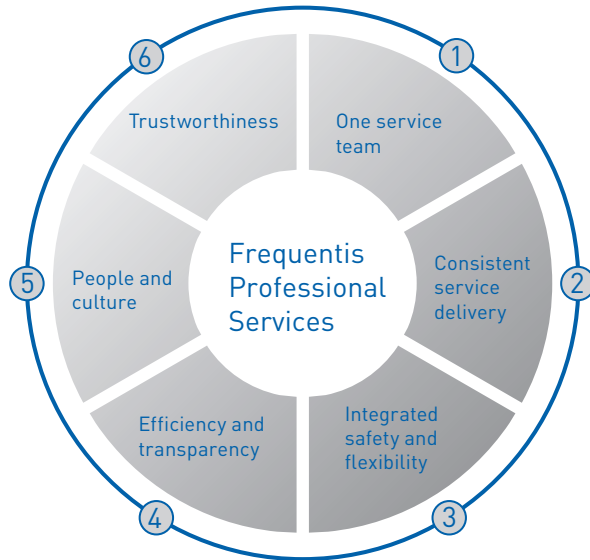
### Customer lifecycle phases Challenges

Demand	Targeting performance improvement, optimising resources, minimising complexity
Plan/specify	Managing change, understanding business impact, designing technical solutions
Procure	Finding the right engineering skills, selecting suppliers, navigating legal frameworks and contracts
Implementation	Managing deployment timelines, achieving operational integration, guiding social transition, overseeing quality and change
Transition	Monitoring regulatory compliance, benchmarking solutions, complex migration from a legacy to a modern system, securing immediate user acceptance
Operational Use	Govern increasing technological complexity without compromising on business continuity, updating systems from technical and operational perspectives, managing technology lifecycles, monitoring performance

# Holistic support throughout the control centre solution lifecycle

Frequentis Professional Services for safety-critical environments incorporate everything from control room consulting, technical and user training, technical support, to maintenance and service delivery.

Any Frequentis Professional Services engagement is guided by six clearly-defined principles. We deliver services in an integrated and streamlined manner, in accordance with best-in-class processes, tools and templates. All services are designed with safety and flexibility as a priority, with proactive optimisation of processes. Our employees have clearly defined roles and participate in a culture of continuous improvement. Throughout every interaction, we act with honesty, integrity and transparency.



## Control Room Consulting

Control Room Consulting bridges the gap between user experience and technical set-up, always aiming to ensure a high degree of user acceptance. Our dedicated consultancy department is focused on improving the operational cost-efficiency of safety-critical environments. Take advantage of our decades of experience of designing and delivering control room systems.

## Technical and User Training

All users and technicians need help learning how to use new systems and processes. Our Technical and User Training services can analyse your employees' knowledge and provide tailored courses in-person or remotely to fill in any gaps. By supporting your users' and technicians' continual improvement, you can make your teams more efficient and ensure safety.

## Technical Support and Service Delivery

Choose from a huge range of services, starting with product maintenance, technical support, to managed and cloud-based customer services. Whatever degree of support you opt for, free your organisation to focus on its core business and reduce pressure on your staff, resources and budgets. Put your control room systems in the hands of the experts, relying on an experienced partner to provide the highest levels of availability for operational systems at all times.

# Select the service that is right for you

Frequentis Professional Services takes a top-down approach: we can help you develop your technology strategy roadmap to align innovations to your goals, improving effectiveness and efficiency in a continuous improvement process. Our goal is to build a relationship that delivers value over the long term.

## Engage on a flexible basis

Choose to start small and scale up at short notice, with the option to outsource specific phases of the customer lifecycle. For example, cover a sudden skills shortage caused by members of your team retiring or help users get to grips with new software features.

## Work with a partner that understands the stakes

Few, if any organisations, understand safety-critical environments like Frequentis. Skilled experts will help you minimise the risks of change so you can enjoy the benefits of new technology without compromising on availability of essential services. Safety must never be at stake!

## Make the most of your technology investments

Collaborate with Frequentis to streamline workflows and boost employee productivity, accelerating returns on your technology investments. Foster user acceptance of new tools and embed new process into your operations faster.

The logo for Frequentis, featuring the word "FREQUENTIS" in a bold, blue, sans-serif font. The letters are slightly spaced out and have a subtle shadow effect.

**FREQUENTIS AG**  
Innovationsstraße 1  
1100 Vienna, Austria  
Tel: +43-1-811 50-0  
[www.frequentis.com](http://www.frequentis.com)

The information contained in this publication is for general information purposes only. The technical specifications and requirements are correct at the time of publication. Frequentis accepts no liability for any error or omission. Typing and printing errors reserved. The information in this publication may not be used without the express written permission of the copyright holder.