Engineering Support Services (ESS) Prime

ESS Prime is our premium service designed to support your mission critical networks. With ESS Prime, we provide 24x7 engineering support and other technical services.

FAST Code Upgrades – When you purchase FAST code upgrades for your Comtech EF Data equipment, we will assist you with implementation of the new functionality.

RMAs – We will evaluate your RMA requests to verify that an RMA is necessary versus a configuration issue. Should you need an RMA, we will provide priority service to you ensuring the quickest turn-around time possible.

Extended Warranty – Our standard product warranty is two years, commencing when the equipment ships from our facilities. If you purchase the ESS Prime for a minimum of three years, we will extend the product warranty for the duration of the service contract.

Training – You will have complimentary access to product training at our facilities, subject to availability.

Contact us for more information on ESS Prime.

The 24x7 engineering support and other technical services include:

24/7 x 365 Engineering Support – Telephonic engineering support to resolve your issues related to our equipment is provided 24 hours a day, 7 days a week, 365 days a year by an experienced team. Issues may include installation and/or support, software revision control, and general inquiries on documentation, equipment performance and specifications. Our ESS engineers address issues in a tiered structure, including escalating to our product engineering personnel when required.

Online Portal – A secure, web-based portal provides you with the ability to instantly create tickets and manage follow-up/updates with our ESS engineers.

Direct Remote Access – Our ESS engineering team will work with you to establish direct remote access to your network via IP VPN or other remote access mechanism. This will aid in the speedy resolution of issues related to our provided equipment.

Program Management – We will assign a Program Manager to provide you with regular status updates and to act as your primary point of contact (POC) for technical and commercial issues.

Remote Network Performance Review – Annually, our ESS engineering team will review your network configuration parameters, link budget(s) and satellite transmission plan. We will create a summary of our recommendations for network performance improvements and software/firmware upgrades.

Software/Firmware Upgrades & Maintenance Releases – Our ESS engineers will help you with routine product upgrades and/or escalated maintenance issues, such as debug testing and software installation.