

# Service Overview

## Benefits

- 24/7 Help Desk Services
- Annual Preventative Maintenance on Ground Stations
- Annual Three-Day System Performance Review
- Real-Time Monitoring of the Systems by Era Technicians
- Customer Training
- MasterCare Customer Network
- Customized MasterCare Programs from Portfolio of Services
- Online Tools and Community
- Software Assurance Services
- Hardware Maintenance Services
- On-Demand Engineering Services at Preferred Rates

MSS

**MASTER**care By **era**

## System Assurance Services

Era's industry-leading MSS product is backed with the world-class services and benefits of the MasterCare program. MasterCare is a complete portfolio of services and comprehensive range of assurance offerings that can be customized to the unique customer, deployment site and service level requirements.

With MasterCare, customers get the benefit of Era's unrivaled engineering excellence and surveillance expertise. MasterCare offers customers the industry's most experienced engineers and longest track record of managing operational surveillance systems, ground stations and networks to protect their MSS investment and maximize the full lifetime value of their MSS system.

The world's leading ANSPs are responsible for the safety of over 2 billion passengers each year. They place their trust in Era's MSS system to provide surveillance that meets the highest standards for accuracy and operational availability. The MasterCare program provides customers with the services that their mission-critical surveillance systems demand.

## Customized Service Programs

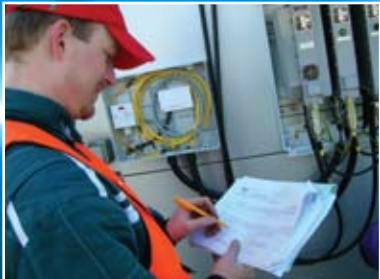
MasterCare's tailored portfolio of services can include customer support, software assurance, hardware assurance, system assurance, on-demand and custom services, as well as web portal tools, online forums, knowledge base and user conferences.

MasterCare offers customers comprehensive 24/7 help desk services so that wherever they are around the world, access to Era experts is a mouse click or a phone call away. Era's certified help desk technicians provide diagnosis, tracking, resolution and if necessary prompt escalation to Era's world-class engineers. Help desk services include access to Era's web-based MasterCare Customer Network where service tickets can be entered and tracked with real-time access to status information and reporting tools. The MasterCare Customer Network provides an interactive forum to enable customers to access Era's internal knowledge base and exchange best practices with each other to help all customers benefit from the entire user community experience.

## Customer Network

- Online Service Tickets
- Customer-to-Customer Bulletin Boards
- Knowledge Base
- Ask the Era Experts Discussion Forum

## Preventative Maintenance



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# MSS By era

MasterCare assurance services address the entire system including the hardware and software services to ensure Era's MSS system operates at peak performance throughout its operational lifecycle. Software assurance provides customers with access to all future upgrades to ensure their system incorporates the advancements, continuous system improvement and innovation introduced by Era's research and development. Hardware assurance provides customers with complete coverage and future-proofs their Era investment with delivery of replacement parts according to the terms of the Service Level Agreement (SLA).

MasterCare systems assurance provides annual preventative maintenance on ground stations and servers performed by Era's certified engineers. Further, an annual three-day performance review ensures that the complete customer system is configured and optimized to run at peak performance levels. Era's systems management application can provide remote, automatic real-time monitoring of the customer system to proactively manage operations and ensure optimal performance and availability at all times.

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Era Corporation is a pioneer and leading supplier of next-generation surveillance and flight tracking solutions for the air traffic management, military, security and airport operations markets. With proven multilateration and ADS-B technologies delivering high-performance, high-reliability surveillance solutions, the company has over 100 airport, air traffic management and military customers throughout North America, Europe, the Middle East, Africa, South America and Asia. Era systems are providing high performance, high reliability surveillance with hundreds of operational sensors covering the airspace of over 35 different countries around the world. Era's investment in research and development and its track record of product innovation has resulted in a substantial patent portfolio. Era is headquartered in Reston, Virginia with leading product research and development centers of excellence in the U.S. and Czech Republic.

For more information,  
please visit [www.erabeyondradar.com](http://www.erabeyondradar.com).

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