

Your Media Network Operations Partner

Services throughout the life cycle of a Media Network to run cost-efficient and high-quality implementation world-class operations of media networks.

Let's maximize roll-out and network efficiency. Under pressure to get more out of your existing network? Looking for new ways to handle the growing demand for broadcasting and telecom services?

You're not alone. All network owners strive to optimize the use of network assets to maximize their profit potential.

That's where Net Insight services make a difference. Together with well-known global and local partners, we help reduce costs and ensure 100% quality of service. Guaranteed. Whether you're deploying a new infrastructure or need to improve the performance of your existing network, we will guide you with our insights and help you make the right decision for your business. We have worked with world-leading broadcasters and telcos to achieve successful network implementations, training and efficient operations for many years. Just ask us for references.

Professional Services - That optimize network design and planning

Planning the next phase of your network? Need assistance at a big live sports event? Our Professional Services staff provides the added expertise that can sharpen your edge.

Whether you're a customer or partner, our Professional Services teams ensure that you get the expertise necessary through all stages of planning, implementation and operation of Nimbra-based networks.

Get the most out of your investment

Our dedicated teams contribute with project management and engineering skills in optimizing our customers' Nimbra networks. With the input of more than 200 implementations we have created an efficient framework to provide assistance on implementations, network health checks, Nimbra upgrades, service launches and event services. When you need Professional Services onsite during your next live sports event you can count on us.

Shorter time to market

Our project managers and project engineers have worked extensively with leading media customers on all continents and we have developed a project methodology that saves time, reduce cost and minimize operational risks.

Net Insight Academy – Training that keeps you a step ahead

Proper training will allow your engineering staff to use your network to its full potential. Our training program efficiently increases your know-how. Net Insight Academy offers a comprehensive training program covering the entire range of Nimbra products. The training provides in-depth product and technology knowledge for all your personnel.



Maximize the use of your Nimbra network

The Net Insight Training Program includes fully modularised courses that can be easily adapted to meet our customer requirements. Courses are offered in locations and formats that will best suit customer needs. Net Insight hosts open training classes on a regular basis in its headquarters in Stockholm, Sweden and at our other business facilities. Training can also be held at customer provided facilities via remote conferencing or recorded classes online.

With a classroom for up to 10 students and an adjacent equipment laboratory and demonstration area, the training facility provides a flexible and technologically advanced learning environment.

Tailor-made training

In addition to our standardized training classes, Net Insight also performs on-site training at our customers' premises and remotely. This could either follow our standard training program syllabus or be customized to fit specific customer needs.

E-learning

Get access to the Net Insight Academy training when you want and where you want. The basic training modules now exist as e-learning.

Support - Nimbra experts and problem solvers

No time to waste. We believe you should always have access to the best experts and problem solvers.

Our technical assistance center is always there for you when you need our support. By providing you with exemplary customer service, our support team ensures that you can utilize the full potential of the product that you have invested in. Our support services covers all our products, including both hardware and software.

Increase availability

A support agreement guarantees continuous access to our unique Nimbra competence dedicated to the task of increasing your network availability and optimizing its performance. Also, through our worldwide partner network, we can provide hardware replacement programs. This reduces your cost of spare parts and improve network up-time.

Online support

Through our online support portal a Nimbra knowledge base with the latest information is always within instant reach. With a few keystrokes customers can follow the progress of service requests and get access to the latest software and documentation updates. With Net Insight's support you are never alone.

Professional Services

Implementation as a Service

With a skilled team of project managers and project engineers with extensive experience, Net Insights Professional Service can be part of all steps in the implementation. If that is doing a detailed design of the network, pre-configuration of Nimbra equipment to create a time-efficient plug-and-play installation, or assisting on site-installations, acceptance testing and go-live, our team will share their experiences with you to assure while being as flexible as this business requires.

Improvement as a Service

A health check on your network will point out areas for improvement or at risk. Running Upgrades with a team that always delivers on time is a pure pleasure. Using the simulator as a service to try new services will help you use your network in the best way. All this and more are tools developed by Net Insight Professional Services to improve your network.

Occasional Events

Net Insight's project implementation team cooperates with the customer in advance of the event to verify that performed implementation fulfil pre-defined requirements. During the event the Net Insight team can assist in Nimbra network and service monitoring.

Training courses and classes

Level 1 – Introduction to the Nimbra system

This is a web-based training course that introduces the Nimbra system and its functionality.

Level 2 – Nimbra Network Configuration, operation and maintenance

This three-day course focuses on providing an in-depth understanding of the deployment of the transport solution based on the Nimbra platform. This course is also available as e-learning.

Level 3 – Nimbra Vision Management System for Operator

Nimbra vision is a comprehensive network management system that provides a superior overview of how the entire family of Nimbra products operates.

Level 4 – Nimbra Vision Management System for Administrator

This course is designed as a three-day program for administrator personnel who are responsible for the installation and maintenance of Nimbra Vision.

Nimbra upgrade course

In this two-day upgrade course, we cover every major new feature introduced in the two latest general system releases (GX). This includes system-wide integration releases as well as the latest Nimbra Vision server releases.

Certification program (NCPA)

NCPA (Net Insight Certified Professional Associate) certificate requires the successful completion of all four courses Level 1-4.

Support services

Open Hours Technical Assistance (Standard Support)

From 8:00 to 17:00, we offer access to the technical assistance center. This provides a single point of contact for fault reports, problem resolution, problem escalation and consultation, as well as access to the online support portal.

Emergency Technical Assistance (Premium Support)

This option gives 24/7 access to the technical assistance center. This includes a single point of contact for fault reports, problem resolution, problem escalation and consultation, as well as access to the online support portal.

Remote investigation assistance

When access is granted to the customer's supervision network, Net Insight support engineers can perform analysis and service restoration of the customer network via remote access. This aims to reduce fault identification and resolution time.

Software maintenance

Licenses for all Net Insight software updates and releases are available available for download on our online support portal. Net Insight grants customer licenses to use software on products purchased.

Hardware maintenance

Two options are offered: ten days hardware replacement and advance swap replacement.

Ten days hardware replacement

For the duration of the warranty period, products received for repair/replacement will be shipped free of charge within 10 business days from the time Net Insight receives the defective product and a RMA (Return Material Authorisation) is filed. After expiration of the warranty, regular repair/replacement fees apply.

Advance swap replacement

In case of hardware failure, a customer may request a RMA (Return Material Authorisation). A replacement unit will be shipped no later than the next business day after reception of the RMA.