



MORE THAN JUST YOUR POWER SOLUTIONS PARTNER

WE KEEP THE POWER ON

The industry experts beyond your power system needs; including project management, telecom network infrastructure, powering products & services.

From the Factory to the Field, we get your system up and running and keep it that way!



Your Power Solutions Partner

www.alpha.ca/service

ALPHA TECHNOLOGIES SERVICES



INSTALLATION, TEST & COMMISSION

Alpha offers a broad array of services for your equipment including turnkey installation, commissioning, testing and reporting according to industry standards. We can safely handle system reconfigurations, upgrades, relocations and decommissioning up to, and beyond 10,000 Amps, and we offer reduced commissioning pricing if purchased in conjunction with a customer specific tailored service plan.

If your business is new to Alpha, our service technicians have the experience and qualifications to work with other makes and models.

For over 40 years, Alpha Technologies has been a pioneer and global leader in the design, manufacture and servicing of AC, DC and Renewable power solutions. Our distinctive excellence is the ability to innovate and quickly deliver optimized services for all of your unique challenges in Telecom, Cable Broadband, Industrial and Traffic sectors.

Alpha is your single point of contact for all of your power system applications, including:

- Central offices
- Co-location facilities
- Broadband head-ends
- Cell sites
- Outside plant
- Critical Facilities including Central Offices, Data Centers & Head Ends
- Data centers
- Technical shelters/enclosures
- Anywhere you need us

ENGINEERING & PROJECT MANAGEMENT

With an engineering team of highly-qualified and experienced professionals, Alpha is fully-equipped to provide a complete array of professional services including project management, design & engineering, site acquisitions, and on-site supervision. Our resume includes Inside Plant engineering for Central Offices, Head-ends, cell sites, CATV, transport, DC power, and civil applications as well as Outside Plant projects including fiber plant design, route analysis & design, audits and database maintenance.

CONSTRUCTION MANAGEMENT & EF&I

Offering turn-key solutions, we work with you from conception through to network integration, including post-implementation support and maintenance services.

Alpha provides EF&I services for projects of all sizes, utilizing our extensive network deployment experience, industry best practices and innovative engineering insights. Accelerate the time to market of your network investment, whether you are upgrading, expanding, or building a new network.

Engaging Alpha as your service provider allows you to focus on your core business knowing your service needs are being looked after by the only national service provider with over 40 years of demonstrated service excellence. From the factory to the field, Alpha is Service!



VISIT
WWW.ALPHA.CA/SERVICE
FOR MORE DETAILS

ON-SITE & DEPOT REPAIR

Alpha has an established, efficient, and international network of service depots for material returns, product repair, and refurbishing of Alpha and third-party equipment. All warranty and non-warranty repairs, testing and calibration are provided by Alpha Standard-certified technicians using state-of-the-art equipment and techniques. Our Lean methodologies and continuous improvement culture results in more efficient repair and shorter turnaround time. On average, Alpha repair prices are 28% lower today than they were just two years ago, and equipment sent for repair is returned faster and with higher customer satisfaction than ever.

OUR DISTINCTIVE EXCELLENCE IS THE ABILITY TO INNOVATE AND QUICKLY DELIVER OPTIMIZED SERVICES FOR ALL OF YOUR UNIQUE CHALLENGES

TRAINING

Alpha provides a range of training solutions – most notably a Telecom DC Power course that has been an industry essential for many years. A wide range of courses are available covering various aspects of system installation, maintenance and management. Training courses are scheduled on select dates in either Vancouver or Toronto, where students can enjoy the surroundings and attractions of two internationally renowned travel destinations when they are not in the classroom. The courses can also be conducted at any location of your choosing, with programs that can be customized to meet your unique needs. Visit www.alpha.ca/training for more details.

TECHNICAL SUPPORT

The goal of our Technical Support team is to delight our customers with exceptional after-sales service and support. Our Technical Support representatives have over 100 years

of combined experience in the power industry. Purchasing Alpha products entitles you to free remote support 365 days of the year for the lifetime of the equipment and 24/7 emergency coverage. We ensure you receive the very best support available by employing a traceable escalation path that leads right up to our CEO. Our support team collaborate with the engineers who design and develop your Alpha products, ensuring they have the most up to date information available should you require assistance.

SERVICE CONTRACTS & WARRANTY

Predictive and preventative maintenance is a critical part of ensuring your equipment/systems continue to operate as it did the day it was installed. Regular preventative maintenance visits performed by Alpha Standard-certified technicians will ensure that your power and network infrastructure are up to the job. They will overhaul and upgrade your equipment with precision and speed, using genuine parts, and document all findings/actions with a comprehensive site report.

Alpha service agreements and warranties are designed to help you plan for, and minimize costs while enjoying optimum reliability of your critical systems and devices. Regularly scheduled preventative maintenance visits keep your equipment running smoothly and prevent costly faults or failures before they happen. Should our standard services not be exactly what you are looking for, we would be happy to work with you to define a custom service plan to address the key challenges in your business.



PROJECTS ARE IMPLEMENTED BY LOCAL TEAMS OVERSEEN FROM REGIONAL FIELD SERVICE OFFICES AND CENTRALLY PROJECT MANAGED FOR CONSISTENCY

THE ALPHA STANDARD IS THE DIFFERENCE

At Alpha, quality service is not just about having cutting-edge expertise or the latest high-tech equipment...but simply being as “easy to do business with” as possible, and understanding your network infrastructure and powering challenges better than anyone else. When you select Alpha as your technical service provider, you’re choosing a company that puts you and your business first with certified and accredited service professionals. We adopt industry best practices (following Telcordia, ISO and TL9000 standards) ensuring compliance from start-to-finish, and the backing of a longstanding, power manufacturing and solutions company.

We call this distinction “The Alpha Standard.”

- Industry best practice compliant results and standards
- Certified service professionals with comprehensive skill-sets
- Continuous improvement culture founded on LEAN principles
- Project Management Office for single point of contact and overall project control
- Dedicated Service Engineering team
- Consistent thorough record keeping and reporting

VISIT ALPHA ONLINE AT WWW.ALPHA.CA/SERVICE FOR MORE INFORMATION

If you have a pressing network or infrastructure challenge, contact us with your specific requirements at 1.800.667.8743 or email sales@alpha.ca



TO LEARN MORE ABOUT THE ALPHA STANDARD, VISIT WWW.ALPHA.CA/SERVICE

QUESTIONS TO ASK WHEN SELECTING A NETWORK POWER, TRANSPORT & SWITCHING MAINTENANCE PROVIDER



Be Cautious of Subcontractors

Does your company have a standard level of service quality that it requires from subcontractors? How does it define this quality standard? Do you stand behind your subcontractors' work?



Sufficient Resources & Scale

What regions does your company cover? How many service calls can you handle in my area simultaneously? What is your response time within given radius from your work centers? What is the scope of services that you can provide?



Recruitment, Training & Certification

Do you have a documented ongoing training program? Are all of your technicians' certifications kept-up-to-date? Are your technicians certified to work on our specific equipment?



Health & Safety

When was your last safety audit? Does your company have a Certificate of Recognition (or equivalent) from the provincial workplace health & safety regulator? Has your business ever been cited for a workplace safety violation?



Your Power Solutions Partner

The Alpha Group Alpha Technologies Ltd is a proud member of The Alpha Group - an alliance of independent companies who share a common philosophy – to create world class powering solutions. Collectively, Alpha Group members develop and manufacture AC, DC and renewable power conversion, protection and standby products, featured in millions of operational installations around the world today.

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