

OnAir

Services



SERVICES

SintecMedia offers a wide range of services designed to help you maximize the power of **OnAir** and keep pace with the rapidly changing world of media broadcasting.

SYSTEM CONFIGURATION

SintecMedia's Implementation Services team will help you set up **OnAir** to meet your company's unique requirements, using the system's extensive and sophisticated configuration utilities. Further customizations of **OnAir** functionality can be contracted with our developers, including custom interfaces for integration with specific external systems.

DATA MIGRATION

Our Professional Services Department has developed a field-proven data migration methodology that guarantees a seamless transition from your current system. The team works intensively with customers to guarantee business continuity, reduce errors typically made during manual re-keying, and ensure the consistency of data.

TRAINING

SintecMedia works with its customers to identify the appropriate content for training and the specific areas of focus for users on all levels. We put our vast experience to work for your company to formulate training plans based on customer-specific scenarios, which can be implemented on site or through remote Web sessions.

SUPPORT AND MAINTENANCE

SintecMedia provides comprehensive support and maintenance tailored to the needs of its customers. We provide 24/7 telephone help desk support and remote access assistance to quickly and expertly resolve any emerging software-related issues. Our Implementation and Support team is equipped to handle serious performance issues on site, using our PROBE utility and other advanced health-check services. Enhancements and new developments can be handled simply without disruption to ongoing activities.

PROJECT MANAGEMENT

OnAir's enterprise-wide functionality requires a coordinated effort across all business departments. **SintecMedia**'s highly skilled and experienced project team will work with you to define the project scope as well as any required changes in functionality, and our Professional Services Department is available to assist you with data migration, report writing, and customization-related issues. We will make sure you are **OnAir** – on time and on budget.



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