



Consulting, Customer Care Solutions Delivery

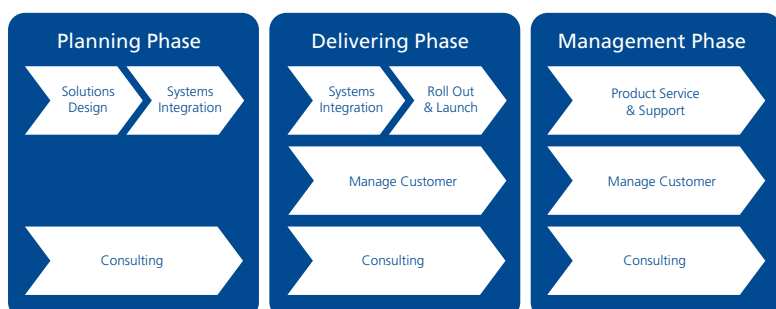
As Broadcast and Broadband industries evolve and converge, business models and work flows that once served well are coming under increasing pressure, it is time for a change and time to ask some tough questions of existing solutions and methods. Pace brings together a number of value add activities under the umbrella of the Services Toolbox. The aim is to enable you to connect with us in a flexible manner and discover how to address these questions in new ways and leverage Pace's scale and experience to the benefit of your business.

Services Approach

At any given time you will be planning new products or services, delivering them or managing your network and customers. In reality it is probably some combination of all three in response to increased customer expectations and awareness. Keeping up with the pace of this change and the complex system and product integrations that arise as a result can consume key resources, valuable time and in some cases require specialist skills.

Our objective is to provide capability and insight to ensure seamless design, integration, launch and management of the products and services deployed on your network regardless of where you are in this cycle of evolution. We believe we are unique in being able connect capability and insight from the initial planning stages all the way through to helping you optimise your business. By being able to connect with you and your customers we are able to add value to your business as well as enhancing the experience customers have when interacting with your service.

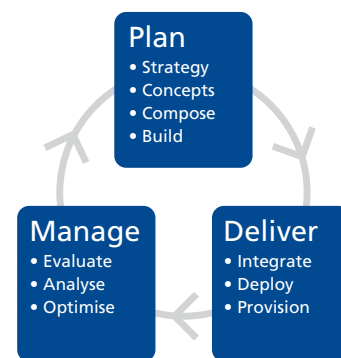
Our team works closely with you to ensure every deployment is a success. Our holistic approach, technical expertise and deep market insight have helped partners around the globe achieve their business objectives and take advantage of the immense scale of opportunities that exist in today's digital home.



Key Business Benefits

- On Time Delivery
- High Quality Products
- Execution Excellence
- Operational Excellence
- Quality of User Experience

Customer Care



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Services

PRODUCT DELIVERY

Pace has over 25 years' experience in delivering products to the Broadcast and Broadband industries. You can leverage this experience across Solution Design, Systems Integration, Roll Out & Launch and Product Service & Support. The benefits in engaging with Pace across these different areas of product delivery are:

- Expert integration teams
- Risk-mitigation?
- Productivity on Cost and Processes
- Achieve better and reliable Time to Market
- Get access to World Class & Accredited Approvals and Validation Laboratories

CUSTOMER MANAGEMENT

Shifting from network centric to service centric operations is a difficult balance and Pace has capability to experience to guide you in this transition. The benefits in engaging with Pace on customer management issues are:

- We can provide an outsource option for customer call centers
- We can provide service insights and help optimise your business
- We can help identify sales opportunities through call center interactions

BUSINESS CONSULTING

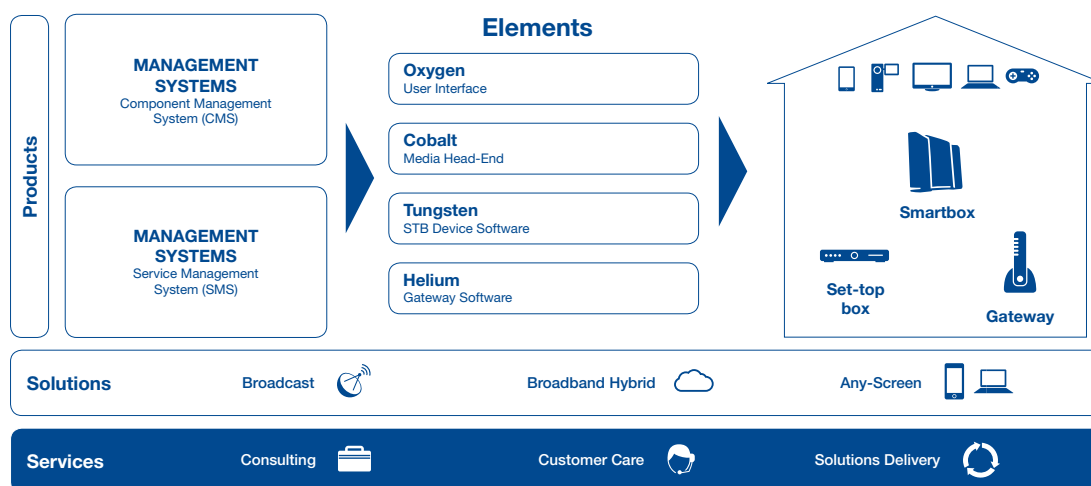
By connecting with the vast experience Pace can offer our customers we are able to add value from strategic decision making and technical feasibility all the way through to advising on operational effectiveness and optimising your customer management.

The Pace Advantage

Pace does not only supply technology; it enables its customers to succeed by helping solve their technology and business problems. As the market leader in digital set-top box and residential gateway technology, Pace has vast experience in software-hardware integrations and integrated platform development.

- The comprehensive contracting services provided by Pace include:
- Preparation of specifications in close collaboration with the operator;
- Network architecture planning and component recommendations based on optimal cost and performance;
- Hardware platform assessment and testing;
- Porting, development and integration of firmware, in accordance with the operator's technical specifications;
- Testing and validation of firmware.

Pace Portfolio



Contact Pace to learn more about
Pace Services - Connect to Customers

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