

Product Support

One year of Product Support is included with all new software deliveries providing periodic updates and protection against software defects. Product Support includes telephone and email assistance on applications, operational and integration questions relating to installed software including product behavior relating to specific use case requirements.

Warranty

Three years of Warranty is included with every delivery of product hardware. Includes repair of any system component or module, separate or integrated, comprising the delivered product hardware having failed through normal operational use. Warranty Support is provided, with factory-based repair and minimal turn-around time.

Extended Warranty & Support

Tailored to customer-specific configurations – can be acquired throughout the delivered products' lifetime.

Customization

Offering extensive customization support to meet the needs of product operators. Fielded equipment can be upgraded to meet changing operational and technology requirements.

Training

Comprehensive training is offered for both new and experienced users. The depth and breadth of both Operations and Applications training criteria are tailored to the needs of the equipment operators and programmers.

Partnerships

Parraid maintains professional partnerships with the most recognized and current technology industry leaders.

Client Mission Commitment

Parraid is committed to ensuring the highest levels of customer satisfaction and has structured its organization around the programs and technologies it supports to provide optimal and seamless operations. We have maintained a reputation for excellence, supporting Department of Defense, Federal agency, and commercial mission-critical customer requirements. Some major DoD clients include:

- ★ U.S. Army
- ★ U.S. Navy
- ★ U.S. Air Force
- ★ U.S. Marine Corps
- ★ Special Operations Command

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A small **products-oriented business**, Parraid is wholly devoted to design, engineering, sales, and support of **telemetry data** systems and tactically oriented mission-critical **communications** solutions.

Rooted in 25+ years of experience, we are proudly headquartered in Hollywood, MD, with a great team, great products, and great clients.

