

Service Solutions for the Enterprise

Quality service sets NetVersant apart:

An imperative in today's fast paced business environment is effective communication – with employees, partners and most importantly, your customers. Efficient collaboration means that business gets done, objectives are met and your customers are satisfied.

Our advanced 24x7 Network Operations Center (NOC) located in Fremont, CA is the command center that coordinates and delivers nationwide remote infrastructure monitoring and onsite remediation support for enterprise communication networks.

Proactively managing your communications infrastructure and consistently providing quality service ensures that your team can communicate anytime, anywhere.

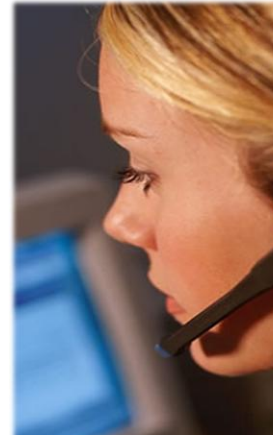
Why enterprises choose NetVersant:

- ✓ Cost-effective service solutions positively impact their bottom line
- ✓ A best-in-class Network Operations Center ensures 24x7x365 availability
- ✓ Detailed reporting improves their budgeting and decision making
- ✓ Outstanding service quality gives them confidence to focus on core initiatives



Service Excellence...

Our Service Solution is an integrated system of people, process and technology that ensures operational excellence and continuously builds client loyalty.



Systems: NetVersant deploys industry leading tools that monitor, report and clear alerts, allowing our Network Operations Center to identify and resolve incidents before they impact your business operations.

Process: Our proven methodology leverages Service Management procedures and Knowledge Management Systems that speed resolution and ensure optimal availability of your communications network.

People: With over a decade of experience in delivering service excellence, NetVersant's technology professionals have the expertise to execute and the passion to succeed.

A proven track record from a premier service provider ensures confidence that you get results first time, every time.

Contact us at: 800-540-2739

Technology Support Services Practice

Cost-effective Service Solutions for Avaya, AVST, Cisco, ShoreTel and Intelligent Network Infrastructures:

Network Monitoring Service: 24x7x365 remote monitoring, diagnostics, remote clear of alerts and escalations to your on-site team for repair of your communications infrastructure.

Switch Only Service: Core system coverage - 24x7x365 remote monitoring, diagnostics, remote clear and onsite dispatch of our service professionals for repair of core components.

Comprehensive Infrastructure Service: Complete system coverage - 24x7x365 remote monitoring, diagnostics, remote clear and onsite dispatch of our certified technicians for repair of all elements of the infrastructure.

Customize Your Service Solution:

- Third Party Application Coverage
- Dedicated Onsite Service Technicians
- Carrier Management Services
- Onsite Training Programs
- Advanced Reporting Packages
- Technical Support Hotline
- Training Programs

Connecting people with the information they need to improve their business...



A Proven Methodology Built on Industry Best Practice and Years of Successful Engagements:

Incident Management

- Call Receipt
- Web Based Access
- Alarm Monitoring
- Technical Support

Knowledge Management

- Stores best practices and past experiences
- Offers quick access to technical answers

Service Management

- Remote Diagnostics
- Parts/Trucks/Logistics
- Dispatch Services
- Third Party Vendor Management
- Tier III Escalation and Management

Quality Assurance

- Change Management
- Preventive Maintenance
- Patch Distribution
- Quarterly Reviews
- Advanced Reporting
- CSAT Scoring

To learn more, visit us at www.NetVersant.com

or call 800-540-2739