

# Networking & Communications Services

DecisionOne's Networking and Communications program provides low-cost maintenance and support of network equipment to maximize availability and performance, while extending the value of hardware investments.

In these uncertain economic times, organizations are re-evaluating ways to manage costs and must balance demand with dependable service delivery. DecisionOne's solution offers you a competitive advantage by providing multi-vendor national deployment and support services consistently, reliably, and at an affordable price.



US Inquiries: 888-287-9202  
 Canadian Inquiries: 800-554-5179  
[www.decisionone.com](http://www.decisionone.com)

<b>Site Analysis</b>	We analyze your entire physical infrastructure including structured cabling and all relevant network and communications hardware. A detailed report outlines opportunities and recommendations.
<b>Network Assessment</b>	Our technicians perform onsite discovery and remote testing on your network communications environment for general baseline purposes and prior to VoIP deployment. Reports include detailed information on an organization's existing network infrastructure and traffic studies, which are fundamental to preparing for enhancements, upgrades, maintenance, and/or replacements.
<b>Structured Cabling</b>	We build structured cabling systems and provide complete cabling solutions including Cat3, Cat5, Cat5e, Cat6, Cat6e, Fiber Optic, and Coaxial cabling. We also install copper, fiber, and low-voltage solutions. All cabling is designed and installed by BICSI certified professionals according to ANSI/TIA/EIA standards. Other services include toning, testing, and labeling and removal and disposal of existing cable.
<b>Hardware/Software</b>	We provide hardware and software support for switches, routers, firewalls, hubs, desktops, servers, operating systems, systems programs, applications, CRM tools, Primary Branch Exchange (PBX), Key Systems (KSU), Voice over IP (VoIP) solutions, and peripherals from leading manufacturers and suppliers.
<b>Consulting/Project Management</b>	Following a Network Assessment, our consultants develop a master plan presenting key findings and recommendations based on today's requirements and future growth projections. Additional consulting services include vendor introduction and evaluation, RFQ development, proposal process management, timeline creation, and project implementation management.
<b>Network/System Design</b>	DecisionOne can plan and design a flexible, scalable network infrastructure to meet your immediate and future business needs. We provide a vendor-neutral approach and support the full lifecycle of services — from assessment, configuration, installation, and maintenance, to asset removal and disposition.
<b>Deployment</b>	Deployment services seamlessly integrate an array of technologies including wireless products, routing and switching devices, IP communications equipment, security products, Primary Branch Exchange (PBX), Key Systems (KSU), Interactive Voice Response (IVR), and paging systems into your existing infrastructure. Onsite services include setup, installation and configuration, defined acceptance testing, break-fix, moves, adds, changes, system programming, administrator and end-user training, and customer service sign-off.
<b>Technical Service Desk</b>	Technical Service Desk provides specialized remote technical support for wireless products, routing and switching devices, IP communications equipment, security products, Primary Branch Exchange (PBX), and Key Systems (KSU) via a toll-free number.
<b>Full Maintenance</b>	Choose from dispatched or dedicated hardware support models, warranty management, and post-warranty support. Additional services include preventative and predictive maintenance, local or centralized sparing, hardware replacement, and asset disposal/recovery. Labor-Only Maintenance options are also available.
<b>Network Operating System (NOS) Support</b>	We monitor your network from server to desktop through our Network Operations Center (NOC). Network monitoring includes hardware and applications, as well as systems traffic. Communications systems monitoring includes monitoring alarms, connectivity, and environmental conditions or hazards. Packages can include Tier 1, remote only, and/or technician dispatch support.

## Supported Technologies

- Digital, IP, and Soft Phones
- PBX, KSU, IP-PBX
- Wired/Wireless Routers
- Switches
- Wireless Access Points
- Servers
- Firewalls
- VPNs

## Why DecisionOne

- Single source, multi-vendor technology support provider with integrated onsite, remote, and logistics capabilities
- 50+ years experience providing reliable managed service delivery in complex environments to more than 5,000 customers across 745 manufacturers
- Broad geographic reach with 2,500+ badged technology professionals throughout the U.S. and Canada
- Scalable, immediate infrastructure capabilities that support strategic partnerships with out-sourcers, OEMs, and resellers and their commercial and public sector customers
- Flexible and cost-effective delivery model including hub-based shipping/receiving locations, ISO certified facilities, ITIL-based quality programs, continuous training and certification, and customizable service solutions

DecisionOne is a premier partner to hardware OEMs and IT Service Providers, delivering reliable, low-cost maintenance and support solutions. We leverage our comprehensive North American service footprint along with best-practice frameworks and methodologies to support data centers, desktop/notebook environments, networks, printers, and specialized equipment. We excel in complex and demanding environments by tailoring our onsite, remote, and logistics services to create positive business and operating results.

Visit us on the web at [www.decisionone.com](http://www.decisionone.com)