

## Treat your business to fully managed network field operations

Let Acronym manage the complexity of your network equipment, so your IT personnel can focus on strategic projects. Our expert technicians will install, repair, support and maintain your network hardware.

### WHY IT MATTERS

Maintaining mission-critical communications equipment is time consuming and costly. You're likely already incurring infrastructure, labour and overhead costs to manage your communications equipment.

With our Field Operations as a Service, we help simplify your operations and reduce costs. Our technicians have the capabilities, processes and reliability to keep your networks up and running.

### INCIDENT MANAGEMENT PROCESS



Incident ticket is opened by a customer call



Ticket is assigned to a local Acronym field technician, who is dispatched to site



Enroute, and if required, the field technician stops at an Acronym equipment depot to gather necessary parts and equipment



Field technician arrives at site and performs necessary technical field services





Field technician validates with customer that their network is online and field service is complete, and closes the ticket



Excess or unused parts and equipment are returned to the equipment depot



## CHOOSE FROM TWO LEVELS OF MANAGED FIELD OPERATIONS TO MEET YOUR ORGANIZATIONAL NEEDS:

 SILVER	 GOLD
24/7 deployment of expertly trained Acronym Field Technicians for:	Network equipment spares inventory management and storage
<ul style="list-style-type: none"><li>• Site survey, inspection and audit (including fibre and circuit testing)</li><li>• Regular and preventative maintenance (including replacing equipment fan filters, site inspections and testing environmental alarms)</li><li>• Break/fix repairs</li><li>• Equipment installations, replacement upgrades and removals (including network devices, racks, patch cords, LAN cables, cable trays, power plants)</li></ul>	Includes everything in the Silver tier, plus access to: <ul style="list-style-type: none"><li>• 14 fully secured, environmentally controlled equipment depots across Ontario – to support Mean Time to Repair (MTTR) objectives</li></ul>

Our Field Technicians are fully equipped with their own tools and GPS-enabled vehicles

### DID YOU KNOW?

As part of our fully integrated, end-to-end solution, Acronym also offers network monitoring and management through the Network Operations as a Service (NOS) offering.

To learn more about Field Operations as a Service, contact us at: [Sales@AcronymSolutions.com](mailto:Sales@AcronymSolutions.com)

1.866.345.6820

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