

NEC Multi-vendor National Communications Equipment Support



Multi-vendor services from NEC remove the risk from your communications infrastructure support

Managing your communications infrastructure can be complex, expensive and unpredictable, particularly when you have multiple vendors in a heterogeneous environment.

Remove the risk from your multi-vendor environment with NEC's support services. With one fixed price agreement covering all costs for technical support and maintenance there will be no unexpected expenses and you can rest-assured that your infrastructure is well looked after. NEC has an integrated multi-vendor service delivery model, a comprehensive national support network plus online and telephone support 24 hours a day, 7 days a week, 365 days a year.

Our unique structure, skills and experience enables us to provide you with rapid, expert response to your service requests - enabling you to get on with business.

Tailored to meet your needs

- NEC can work with you to understand your specific situation and requirements - meaning that you can minimise your risks and get back to focussing on your core business.
- We offer flexible, customised solutions for your multi-vendor environment, with committed response and resolution times tailored to meet your needs.

Benefits include

- Flexible and cost-effective technical support across multi-vendor operating environments
- Access to specialist technical, change management and maintenance resources, with the right training and tools required to support your telecommunications systems and networks
- The confidence of dealing with an ISO certified company with 40 years experience in Australia.

NEC offers a host of services, tailored to meet your needs

NEC's services include:

- **Installation.** On site installation of equipment and associated items
- **Commissioning.** Testing and commissioning of installed equipment to confirm operational performance
- **Factory Acceptance Testing (FAT).** Testing performance under simulated installed conditions (including temperature, humidity etc.)
- **Customer witness testing.** As for FAT but with a customer representative in attendance
- **Preventative maintenance.** Regular periodic maintenance of equipment in the field
- **Configuration management.** Comprehensive database of installed base configuration for upgrade and compatibility management
- **Change management.** Coordination of changes to installed base and update to configuration information
- **Obsolescence management.** Tracking and reporting of obsolete equipment and identification of substitute equipment
- **Return to depot repair to component level.** In-factory diagnosis and repair of component level failures
- **Field repair.** In-field failure diagnosis and repair / replacement
- **Spare parts management.** Maintenance of the spare parts pool required to support the installed base as per MTBF and MTTR requirements
- **Asset management.** Tracking of asset deployment and status across the installed base
- **Incident management.** Tracking and reporting of support incidents from identification through to resolution
- **Web and telephone help desk -24/7/365 support.** Around-the-clock support through internet and telephone.

Our technical expertise includes:

- Microwave Radio (covering the frequency band from 2 to 50Ghz)
- Mobile Satellite Transceivers and Ground Earth Stations (L band and Ku band systems)
- UHF/VHF radio
- Desktop and Laptop Hardware
- ADSL Hardware
- Network Management HW & S/W
- TV and Radio Broadcast Transmitters
- Multimode voice and data communication in mobile and static applications.

You can rely on NEC

- Not all service organisations are created equal in their ability to support your business. NEC is a well established, certified and experienced organisation with the national presence and scale to maintain and support your telecommunications systems and networks.
- Some of the services we provide to current customers
- Installation/Commissioning, On Site and RTD support for:
 - 600+ transportable satellite terminals
 - 400+ air traffic control UHF/VHF ground stations
 - 1100+ national telecommunication network microwave terminals
 - 1,000,000+ national telecommunication network DSL lines
 - 150+ mobile multi mode radio terminal and central site
 - 700+ TV and Radio Broadcast Transmitters.
- NEC supports many clients with complex multi-vendor communications infrastructure. Just some of the companies who rely on NEC are: Department of Defence; Telstra; Optus; AirServices Australia; Victorian Department of Justice and NTT.

So, if you are looking for a multi-vendor support solution that doesn't become the problem... Look to NEC.

For more information, visit www.nec.com.au, email contactus@nec.com.au or call 131 632

About NEC Australia Pty Ltd. NEC Australia is a leading supplier and integrator of ICT solutions to carriers, government and businesses. With over 800 staff and 200 partners, we research, develop and deploy advanced IT/Network communication solutions and services using best-of-breed technologies in multi-vendor environments. Our business encompasses Hosted Application and Network Services, Systems Integration, IP Communications Servers, PBX, Broadband Access Systems, Data Centre and Cloud Technology Services along with Digital Signage and Data Technology products.

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