



Deploy, Monitor, and Maintain

Centralized staging and kitting is essential to any successful technology rollout. TeleSpace offers a custom and scalable plug-and-play installation, maintenance, and monitoring solution for enterprise technology deployments.



CONFIGURATION

Hardware and network component assembly pre-configured to your specifications. TeleSpace will build a solution for your organization on any device with the software and applications need.



MANAGEMENT

We take care of everything you need to make the transition smoothly. With our in-depth help desk, custom staging coordination, analytics reporting, and customer web portal, our team meticulously handles everything so you can hit the ground running.



LOGISTICS

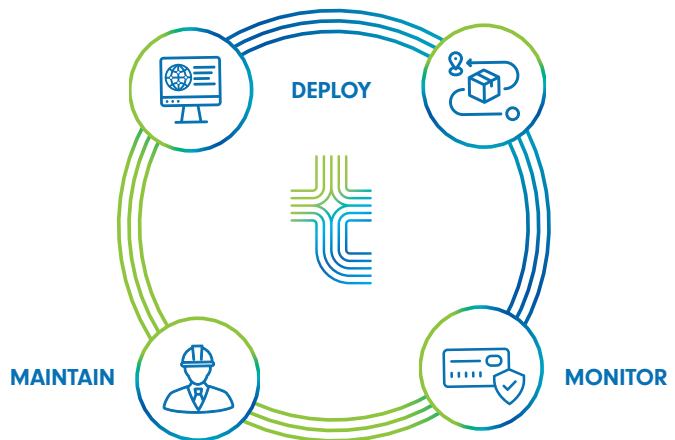
Rather than pulling IT resources away from other essential projects to manage deployment, TeleSpace will put together a comprehensive plan utilizing our advanced logistics tools and processes— to save time and cost.

DESIGN & ENGINEERING

- Physical Site Surveys
- Digital Photos & Drawings
- Cable Path & Inside Wiring Plans
- Asset Tagging & Labeling
- Network Closet & End User Device Inventory

STAGING & INTEGRATION

- Staging and Configuration
- CPE Installation
- Structured Cabling
- Test and Turn-up
- De-Installation & Reverse Logistics



MAINTENANCE & REPAIR

- SLA tiers for 4 / 8 hour / Same Day/ Next Day MTTR Trouble Tickets
- Global Sparing Depots
- Fault Isolation
- Reconfiguration
- Firmware / OS Upgrades
- Advanced Exchange

MONITORING & SUPPORT

- Cloud-based or Premise-based services
- Device/Network/Server Management
- Managed Security (MSSP)
- Infrastructure Management
- IT Service Desk
- Help Desk
- Disaster Recovery

The Telespace Difference

As one of only a handful of Cisco® Gold Service Providers globally, Telespace has earned a solid reputation for its network operations centers, The innovative people, processes and tools that are carried out utilizing an ITIL service framework to achieve high availability for our customers.

Telespace sets itself apart in the marketplace by offering redundant US based Network Operations Centers that provides SLAs, 99.999% availability, 24/7/365 Service Desk, full service Remote ITSM-as-a-Service, staging & kitting, nationwide deployment/logistics and field dispatch services. All Telespace services are available in PCI DSS, HIPAA and SOC 2 compliance states.



DEPLOY

Telespace Service Platform

Telespace Service Platform (TSP) is a proprietary, scalable technology that allows us to communicate with its 10,000+ field engineers for scheduling, dispatching, and reporting on work. Field Engineering and ticketing can be tracked in real-time

PROPRIETARY DEPLOYED SERVICES TOOL

- Manages both the scope of work and the field engineers("FEs") performing the tasks
- Ensures success with timing and quality control measures while collecting and maintaining data on each engineer
- Matches the right engineer to the right job at the right time to locations across North America
- Mobile application "myTSP" allows on-site communication for status updates, support, and real-time troubleshooting



MONITOR

Network Operations and Security Center

Telespace operates state-of-the-art NOC's and SOC'S in Austin, Atlanta. Our NOC's and SOC's are opened 24/7, 365 days a year. We provide Tier 1, 2 and 3 support of critical infrastructure with real time reporting via our customer portal. Telespace is certified and skilled on multiple platforms.

- Network Monitoring
- Proactive Notification
- Incident Response
- Triage
- Event Lifecycle Management
- Change Management
- Performance Reporting



MAINTAIN

End to End

Telespace provides 24/7 support and maintenance with over 300+ engineers at our Technical Assistance Centers. From our over 600+ forward stocking centers we can deliver replacement parts and devices worldwide. Our team of Smart Hands Technicians can install and troubleshoot these parts under 4 hour SLA.

- NOC (Network Operations Center)
- Equipment Sparing Delivery
- On-Site "Smart Hands" Technical Services

TELESPACE BENEFITS:

- Custom Packages tailored to your needs
- Remote site survivability
- SDWAN capable, as well as traditional MPLS connectivity
- Soft phone/hard phone over the Internet
- Enforceable SLAs
- Geographic redundancy
- Self-service portal
- 100% US-based support and operations
- Four-hour onsite dispatch
- Compliance (PCIDSS, SOC2, HIPAA)
- Staging, kitting and logistics
- Project management
- Remote and onsite training

