

Service Offering

Service Description



RF Device Assessment and Inventory (Legacy Device Assessment)

Assess the health and document the status of RF device and associated application and network components. As a stand alone engagement or as part of a proactive preventive maintenance program.



Device Selection

Working with business and IT representatives, subject matter experts review existing business requirements to determine best of breed devices options. Replace end-of-life units. Integrate technology to suit business process and increased efficiencies.



Configuration Development

Based on business requirements provide a configuration that allows access to critical resources without exposing sensitive data to unwanted attack. Devices should be easy to use while being "locked-down" to those features and functions required.



Deployment and Provisioning (Disaster Recovery)

Establish and process for deploying RF devices to meet business needs. As business dictates RF devices are added or decommissioned. The ongoing process include provisions for break/fix RF device return to service.



RF Device Management Services

An automated process for developing and deploying RF devices. The management suite includes infrastructure and software that allows for this process. Application deployment, device security configuration, and related device setting are included in this service.



Support

A tiered program that can include 24x7 Help Desk, Onsite Troubleshooting, Health/Inventory Assessments, Proactive Preventive Maintenance.

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Training

Based on the level of expertise develop a training program to allow for steady state support of RF devices. Training can include user training, device management training, device provisioning, device break/fix return to service.



Program / Project
Management

Full Project Life Cycle approach to developing and deploying RF device and Wireless LAN services. Customer specific projects are scoped and delivered to meet business requirements.



Network
Integration

As business applications require more technology RF device and network requirements are reviewed, updated and integrated into a solution that meet the business requirements.



Device Qualifica-
tion / Application
Validation Support

Regulated environments require specific documentation to corporate governance and IT security policies. Working with the business and IT groups these documents are developed and executed by qualified professionals.



Emulation Scripting,
Customization and
Integration Consulting

Develop and deploy scripts and/or customization of emulation software for client RF device environment. Typical engagement includes a review of customer's applications.