

IT Support Services

Vision Technologies Technical Support Group

Making Vision Reality

- ▶ **Certified Technicians**
- ▶ **7X24 Service**
- ▶ **Remote Hands**
- ▶ **Project Support**
- ▶ **Program Management**
- ▶ **In-Process QA**
- ▶ **Data Center Support**
- ▶ **SAN/TAN Support**
- ▶ **Microsoft Support**
- ▶ **UNIX System Support**
- ▶ **UNIX Administration**
- ▶ **Sun/Solaris**
- ▶ **Cisco**
- ▶ **Network Security**

IT support service is a technical solution for Professional Customer's who do not have an on-site support staff. Vision Technologies provides on-site support troubleshooting, installing, and assisting with moves, adds or changes to new and existing environments. Vision Technologies provides on-site 24 X 7 support guided by specific service level agreements or contact requirements. Your team will have direct access to a team of certified professional's with extensive enterprise network, software, hardware and application experience. Our list of services will include, but are not limited to the following:

- Advanced systems or network configuration or troubleshooting (e.g. advanced systems or network protocols and services).
- Providing security patches, updates and regular operating system and hardware maintenance in conjunction with existing applications to ensure optimum operability and functionality.
- Installing, replacing/removing equipment components (e.g. router/switch, internal module or card, disk drive, memory, etc.) that are hot-swappable and/or highly modular in design.
- Full deployment of delivered infrastructure, including hardware, software, middleware, and related components, complete with testing with as-built documentation.
- Assisting customer with physically installing, relocating, or movement of equipment.
- Provide a detailed inventory of customers equipment, taking digital pictures of equipment or co-location space.
- Installing customer provided software with default configurations or specific and basic customer-provided instructions.
- Rebooting or power cycling equipment.
- Providing remote hands and eyes to assist customers with troubleshooting efforts.
- Relaying status of equipment state and functionality via terminal, monitor or console connection.
- Provide remote connectivity for customer viewing and management.
- Moving or securing cables.
- Testing and certification of Ethernet and fiber optic cabling.
- Tape changes - swapping of pre-labeled, pre-ejected, removable media (tapes, CDs, DVDs, DLT, etc.)
- Adding, removing, or verifying a demarcation label.
- Complex troubleshooting of customer equipment.
- Labeling equipment and cable connections which includes the standardization of infrastructure and system components for documentation and management including standard naming convention and labeling.
- Packaging, shipping and handling customer equipment or RMA equipment.
- Installing or swapping pre-configured or non configured equipment or components.
- Replacing or verifying connectivity integrity for cross-connects and third party circuits.
- Installing cross-connects from customer equipment to patch panels.

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Service Costs

Vision Technologies' service contracts can be arranged on a time and materials basis or a fixed price engagement. Unlike many other offered support services our rates are based upon the nature of the task and not a fixed hourly price, regardless of skill set requirements. This is a major benefit to customers who have a varying level of complexity because it eliminates paying high rates for simple tasks while allowing you to have certified experts handle more complex tasks.

Communication and Authorization

Vision Technologies offers simple yet secure ways to request on-site support and technical services from our staff of highly trained support engineers. Whether you send an email to support@visiontech.biz or call our 1-800 number rest assured you will be in immediate contact with an on-site support engineer to provide excellent customer support and service.

A Service-Disabled Veteran-Owned Small Business

