



www.i5com.com

# Professional Services

## Resident Engineer (Re) – Mission Critical Applications

### Highlights

- ➔ Best in class Services & Support Organization
- ➔ Leverage i5Com’s domain expertise & experience in Hardened applications.
- ➔ In-depth understanding of Communications Infrastructure within our Core Markets (IEC 61850-3, IEC 1613 Class 2, IEEE 1588, EN Certification).
- ➔ Dedicated onsite i5Com Tier 2 support
- ➔ Knowledge transfer, training and documenting



i5Com cares about the customer and we strive to ensure your Return of Investment is our top priority. Let our Professional Services organization of experienced Domain Expertise provide you with your own “In-House i5Com expert”

i5Com’s Resident Engineer will work with you to ensure your Communications network is regularly maintained and pro-actively checked to mitigate any potential problems.

Having your own i5Com expert gives you 24x7x365 days access locally as part of your staff.

### Key Features:

- ➔ Stay up-to-date with latest firmware and features
- ➔ “Real-time” troubleshooting and diagnostics
- ➔ Firmware updates
- ➔ Identify opportunities to minimize downtime
- ➔ Pro-active reporting
- ➔ Active health check of network and components affecting communications infrastructure
- ➔ Deep understanding of your network and application
- ➔ Mitigate future deployment related issues
- ➔ Overcomes skills gaps for your organization
- ➔ Improve reliability and administration of your i5Com network



**SERVICES • SUPPORT • SECURITY • SOLUTIONS • SYSTEMS**

Tel: +905-670-0004  
Fax: +289-401-5206  
Email: info@i5com.com

#3-7490 Pacific Circle, Mississauga, Ontario, L5T 2A3



## Resident Engineer Process

iS5Com Resident Engineer process includes and not limited to the following activities:

### Optimize Performance

- RE's are highly trained and competent Tier 2 engineers who conduct operational and architectural reviews
- Our extensive field and best practices experience will allow your organization to have a simplified management for seamless network operations
- Point out "point of failures" to mitigate downtime and provide for immediate improvement
- Maximize the health of your network through process
- Single point for troubleshooting and fault isolation
- Ongoing assessment of various network elements that may hinder performance

### Active Monitoring & Reporting

- Identify key stakeholders and availability
- Coordinate with stake holders on all processes relating to fault escalation and process improvements to avoid downtime
- Reporting – weekly, monthly or quarterly on health status of network with stake holders
- Critical Incident Reporting direct to iS5Com R&D to maximize resolution time
- Onsite reporting of new features and enhancements and demo's

### Field Management

- Coordinate tickets for Return Manufacturing Authorizations (RMA's)
- Onsite Configurations
- Product Training and Orientation of staff
- Product and process documentations.
- Preventative maintenance training
- Tier 2 Network Administration

## PROJECT MANAGE TRANSITIONAL FLOW