

iServices

Resident Engineer (RE)



HIGHLIGHTS

- Best in class Services & Support Organization
- Leverage iS5Com's domain expertise & experience in Hardened Applications
- In-depth understanding of designing and deploying Communications Infrastructure in Mission-critical applications while adhering to industry standards (IEC 61850-3, IEC 11613 Class 2, IEEE 1588, and EN Certification)
- Dedicated onsite iS5Com Tier 2 support
- Knowledge transfer, training and documenting

At iS5 Communications, we care about the success of our customers. This is why we strive to ensure your Return on Investment is our top priority. Our Professional Services group of experienced domain experts will work in-house with your teams to provide customized end-to-end solutions for your Mission Critical Networks.

iS5Com'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 iS5Com 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 skill gaps in your organization
- Improve reliability and administration of your iS5Com network

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
- » Address "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, 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 documentation
- » Preventative maintenance training
- » Tier 2 Network Administration



For more information, visit: is5com.com

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