

Global Certified On-site Engineers

Horizon Telecom delivers communication, infrastructure, and security solutions worldwide. All solutions are designed, built and proactively managed with our Professional Services. In a time where technical support on-site is highly demanded, we can provide Global Certified On-site Engineers who go beyond the activities of traditional (infrastructure) providers and who can help you with all the support you need on-site worldwide.

Global Certified On-site Engineers support

Our Global Certified On-site Engineers go beyond the activities of traditional infrastructure or other providers and so does our technical support, which goes beyond the technical limits of our solution. Many of the problems with infrastructure or communication solutions are caused by locally connected equipment, such as cabling, hardware, LAN or wifi. The same goes for commissioning. As a customer, you want the problem to be solved without having to deal with different parties. This service enables us to roll out infrastructure and communication solutions flexibly and entirely according to the customer's wishes without being limited by prearranged activities. This reduces the number of visits required to resolve issues, with the aim being first-time-right.

We developed this service through listening carefully to our customers. This allows for better on-site support for our users, fewer visits being required to achieve solutions and a quicker response to the customer's wishes. We also relieve the customer of daily tasks, such as connecting and integrating infrastructure, replacing hardware, patching, conducting site surveys, and carrying out LAN and WiFi management. Our capability to fully manage a network allows us to integrate current connections and our self-supplied connectivity within one single design and under one single SLA.

Benefits Global Certified On-site Engineers



✓ End-to-end support for all infrastructure

We can support, deliver or take over full management of different infrastructure components. Our engineers provide end-to-end support to verify functionalities to solve problems on-site.



✓ Easily optimize new & existing infrastructure

It enables customers to have SD-WAN or other hardware installed, replaced and connected to existing or new infrastructure.



✓ One SPOC (Single Point Of Contact)

One SPOC for all infrastructure installation, configuration, management, troubleshooting, and on-site fault isolation.



**TOMORROW'S
COMMUNICATION,
FOR YOU, TODAY**

How does it work?

Our Professional Services support all the infrastructure solutions we realize for our customers. We work via a structured three-phased approach: Design, Build and Operate. Our Global Certified On-site Engineers support are used in the phases:

■ Build

Our (on-site) engineers can be part of an site-by-site rollout plan. Under the close supervision and direction of our Global Mission Control Center, they ensure that the high-level migration planning, the on-site rollout, and delivery planning of the infrastructure are closely aligned.

■ Operate



In this phase, the (on-site) engineers can be used for post-implementation works, troubleshooting, and remote hands or act as a managed service for predefined activities.



Global Certified On-site Engineers models

- ✓ SLA based response times globally.
- ✓ SLA based on-site visits globally within 4-8 hours.
- ✓ Flexible billing options with time & material rate cards.
- ✓ Direct best effort response models available for our customers.



 DESIGN		 BUILD			 OPERATE
PREPARATION	INITIATION	ANALYSIS	IMPLEMENTATION	FINALIZATION	POST-IMPLEMENTATION
<ul style="list-style-type: none"> Identify business goals/needs Project preparation 	<ul style="list-style-type: none"> Gather requirements Project planning Technical specification 	<ul style="list-style-type: none"> Assessment Solution design Acceptance test Migration plan 	<ul style="list-style-type: none"> Hardware delivery Staging Implementation Integrations Acceptance test 	<ul style="list-style-type: none"> Acceptance Documentation Implementation aftercare 	<ul style="list-style-type: none"> Hardware support Remote hands Advanced troubleshooting Transfer Managed Service Customer Mission Control Portal

Overview of the type of activities performed by Global Certified On-site Engineers when assisting the customer on its premises.

Use our engineers to:



Fast migrations and global technical support in nearby or remote locations where no technical staff is available and assistance from technically qualified staff is more convenient than arranging it yourself.



Connecting new solutions to hardware after the provider/carrier has commissioned it, so that the new solutions can be connected to or integrated in your local network and work immediately.



Assistance with changes to existing/new infrastructure or communication solutions, such as connecting SD-WAN or integrating other solutions.



On-site troubleshooting of issues that affect employees but are not covered by the provider's/carrier's management of a supplied connection (WiFi, cabling, LAN, etc.).



Conducting a site survey, gathering information or performing specific local work, such as patching, cabling or performing WiFi measurements.



Your single point of contact (SPOC) for all on-site infrastructure installation, configuration, management, troubleshooting and fault isolation.



On-site installation of hardware, such as routers and switches. Or arranging/installing passive components, such as cabling or patches, so that an end-to-end solution is arranged.



Assistance with daily, on-site and on demand infrastructure activities anywhere around the globe.

Global tailored assistance for the support you need on-site locally

We offer tailored solutions - based on your specific needs and/or predefined site templates.



Example of the delivery of the network management, connectivity & SD-WAN Edges

	Delivery	Installation	Operation	Remote hands/ On-site support
WAN Network Management	•	•	•	•
Connectivity (LTE, MPLS, DIA, etc.)	•	•	•	•
SD-WAN Edge	•	•	•	•
LAN network (wired, wireless)	•	•	•	•
LAN passive infrastructure (cabling, cabinets, etc.)	•	•	•	•
Videoconferencing	•	•	•	•
Computers, printers, etc.	•	•	•	•
Webcams	•	•	•	•

Horizon Telecom

Tomorrow's
communication,
for you, today.



Our Professional Services



Project Management

Our project managers are closely involved in the process; from the design to the development of the solutions, including the transfer to the management organization.



Design & Engineering

Together with the (solution) architects, engineers and consultants, our engineering professionals create a design that exactly meets the requirements of all solutions, locations and users.



Customer Mission Control Portal

Gain insight in all invoicing and solutions worldwide (including statuses) in one portal. The portal is designed to fit your organization's structure and hierarchy and gives employees access to specific data and efficient, user-friendly overviews.



24x7 Support & Monitoring

Our Global Mission Control Centre (NOC) proactively manages all our customers' global solutions (NEN-ISO/IEC 27001:2013). Our experienced and service-oriented solution providers like to go the extra mile and even solve problems that are not our responsibility.



Service Management

Our service managers proactively monitor our solutions and ensure optimal performance for the best experience for your employees by quickly responding to trends and changes.



Global Logistics Services

A single point of contact for shipping and logistic operations relating to hardware components worldwide, incl. support with customs clearance, import duties, installation and other support processes.



Global Certified On-site Engineers

Use our engineers as your own employees and deploy them globally for quick migrations and technical support at (possibly remote) locations without having to use local technical staff or your own employees.

We are Horizon

Horizon delivers communications, infrastructure, and security solutions worldwide with 24x7 proactive support and local management. With our independent experts, we work with the world's best technology partners to connect the needs and aspirations of our customers with flexible and reliable solutions that leverage proven innovations accredited by Gartner®.

Our added values

- ✓ Independent & Carrier-Neutral
- ✓ 1 Tailored invoice, 1 Contract, 1 Contact, 1 SLA
- ✓ Global Mission Control Center - 24x7 NOC
- ✓ Professional Services
- ✓ Flexible & Scalable tailor-made solutions
- ✓ 'Best-of-breed' technology
- ✓ Cost-efficient