TELESOL

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TeleSol Group is a world-class service provider offering IT Infrastructure Managed Services to any global location. TeleSol Group Managed Services can be divided into seven main categories of services:

- Network Infrastructure Build
- Network Testing
- Network Maintenance
- Network Operation Center
- Global Logistics
- Recruitment
- Network Component Sale

We understand the importance of outsourcing this responsibility for building, maintaining, and monitoring processes and functions surrounding the critical telecommunication infrastructure of your business. By selecting TeleSol Group you will be directly improving operations, budgetary expenditures, service delivery time, and uptime of your network.

TeleSol Group will provide support for any possible faults and capacity expansions to maintain the highest availability of your services.

We have strict KPIs that can guarantee Onsite Technical Support within a specific timeframe at any time of the year anywhere around the globe.

Our expert Network Operation Center agents will monitor your network performance through cutting-edge tools and guarantee the uptime of your critical network environment.

TeleSol Group's strength is the mixture of managed services, from planning and staging to deployment, monitoring, and predictive maintenance as well as reactive repairs when critical outages may occur.

NETWORK
INFRASTRUCTURE BUILD

We characterize the Infrastructure build of our services as “Installation and Commissioning”, in which our teams help you plan and build your data center environment. We can advise you on bottlenecks and plan with you using our industry experience and local contacts. The process would take you through the different stages of planning through to service delivery.

We can build entire LAN, WAN global, and metro networks, all tested and ready to take any broadband interconnections.

- **Installation commissioning**

  Infrastructure and equipment are fully commissioned and ready to integrate.

- **Provide as-built documentation**

  Every deployment is delivered with accurate documentation regarding rack elevations, patching schedules, and test results.

- **Cable analysis test results**

  Structured cabling delivered with the manufacturer and industry-standard test results.

- **Device configuration**

  The equipment is fully configured to your specifications and ready to integrate.

- **Patching and cross-connect documentation**

  All patching is fully labeled and documented.

INFRASTRUCTURE **BUILD**

SITE **SURVEY**

Preparation is half the battle of any network deployment.
The beginning of any infrastructure build starts with a thorough site survey. We will schedule our engineers to complete a site survey and provide you with all of the necessary documentation, requirements, and recommendations.

This documentation would include documented building inspection, access procedures, security, colocation space, and power inspection.

In addition, we capture details of the facility (confirm site address, access procedures, parking, delivery/removal process), correct details of the customer cage (confirm room/rack codes, the distance between cage and loading bay, possible issues that could arise when working in that cage).

- Capture details of the customer racks (dimensions including the height in RU, confirm rack codes, and type of locks on rack doors).
- Detailed photos of the customer cage/
- Detailed rack elevation drawings of the customer racks (including device model/hostname).
- Audit power (list the available power in each rack, and map all power connections within each rack).
- Full patching audit (trace and document all connections in the customer racks).
- Measure cable runs between each
- Capture details of the fire suppression system.

The careful execution of a site survey thus contributes to limiting downtime and outages in data centers during and after the hardware deployment. The specialists of TeleSol Group can perform a smooth site survey.

In addition, we can then take care of all the hardware deployment. So are you looking for a reliable partner to help you with all aspects of site surveys and hardware deployment? Feel free to contact our sales department.

CABINET INSTALLATION

Racks & Enclosures in solid rows with isolated hot aisles (where the frames are back-to-back) and cold aisles (where the shelves are front-to-front).

Arranging racks in a hot-aisle/cold-aisle layout can reduce energy use by up to 30%. They secure your cabinets or racks in place: rack order and build-out.

Installing locks and ensuring access is provided on different levels and where needed.

Power distribution units or DC rectifiers are installed and connected to redundant power sources. Any cable ranger panels or other cable guides are being placed on preparing the cabinets for the installation and cabling of the internal connections.

CONTAINMENT

Proper containment of copper cables and optical fibers is crucial during the installation of a business's network infrastructure. Adequate cable containment plays a vital role in supporting cables, offering easy access for maintenance, and ensuring tidy and technically sound installations.

Key aspects of our containment service include:

Cable Support: Our containment solutions are designed to effectively support copper cables and optical fibers, preventing sagging or damage that could impact network performance.

Maintenance Access: We prioritize easy access for maintenance activities, ensuring that cables can be easily identified, inspected, and serviced as needed.

Neat and Functional Installations: Our containment systems are meticulously designed to create a clean and organized appearance, promoting efficient cable management and ensuring optimal functionality.

Redundant Separation: We understand the importance of separating critical cable infrastructure redundantly. Our team employs industry-best practices to ensure the proper installation and routing of containment, minimizing the risk of cable failure and maximizing network reliability.

Our experienced professionals specialize in implementing effective containment solutions, tailored to the specific needs of your network infrastructure. By partnering with us, you can rest assured that your cables are well-supported, easily accessible, and installed in a manner that promotes neatness and technical efficiency.

RACK AND STACK

The process of equipment installation and cabling, commonly known as 'rack and stack,' is a critical component of ensuring efficient data center operations. It involves the meticulous assembly, mounting, and organization of computer hardware, including servers, routers, network equipment, and cables, within a rack. This process can be carried out either at our state-of-the-art facilities before shipping or directly on-site at customer premises or data centers.

Key aspects of our rack and stack service include:

Professional Installation: Our experienced team of professionals ensures that all equipment is installed and configured properly, maximizing performance and minimizing on-site maintenance time.

Project Management Oversight: Our dedicated Project Managers oversee the entire process, ensuring seamless execution and reducing the risk of disruption to the existing network setup.

Equipment Preparation Options: We offer two options for equipment preparation. The first involves staging at our advanced facilities, followed by worldwide shipping. Alternatively, we can organize on-site installation directly at customer premises or data centers, depending on your specific requirements.

By leveraging our expertise in rack and stack operations, we can help streamline deployment, simplify maintenance processes, and enhance overall operational efficiency for your business.

Partner with us to benefit from efficient equipment installation, optimized performance, and improved operational productivity.

EQUIPMENT INSTALLATION AND CABLING

The term rack and stack originate from the activity of the equipment being mounted in your rack before being transported to a data center to be stacked.

At this moment, the assembly of computer hardware is configured effectively. Racking stands for the assembly and installation of equipment. We can also call it staging. This concerns cables, network equipment, routers, and servers. It ensures that server nodes and components are connected, after which they can be transported to locations and installed.
Eventually, this will shorten and simplify on-site maintenance for your company and risk any damage to the existing network setup. A proper implementation reduces the waiting time and ensures that the “rack” can be deployed earlier. Our Project Managers are involved to ensure the process runs smoothly.

We can either prepare the network components at our facilities and ship them to any location worldwide (staging) or accept them on customer premises or data centers and organize them for installation.

CD-PMD TESTING

CD-PMD testing is a critical testing method used in optical fiber communication systems to measure and mitigate the effects of chromatic dispersion (CD) and polarization mode dispersion (PMD).

Chromatic dispersion is a phenomenon that causes different wavelengths of light to travel at different speeds through an optical fiber, resulting in a distortion of the transmitted signal. Polarization mode dispersion, on the other hand, occurs when two orthogonal polarization modes of light travel at different speeds through the fiber, leading to signal distortion and degradation.

CD-PMD testing involves measuring the amount of chromatic dispersion and polarization mode dispersion in a fiber optic cable to determine the level of distortion and degradation that may be present. This testing is critical for ensuring the reliability and performance of optical communication systems, particularly for high-speed data transmission over long distances.

During CD-PMD testing, specialized equipment is used to send a test signal through the fiber optic cable while simultaneously measuring the amount of dispersion and polarization mode dispersion in the signal. This information is then used to calculate the level of distortion and degradation and to determine if corrective action is needed to improve signal quality.

Overall, CD-PMD testing is an important testing method used to ensure the proper functioning and reliability of optical fiber communication systems, helping to ensure that data is transmitted accurately and efficiently over long distances.

OTDR TESTING

OTDR (Optical Time Domain Reflectometer) testing is a critical testing method used in optical fiber communication systems to measure and analyze the characteristics of fiber optic cables.

OTDR testing involves the use of a specialized instrument that sends a pulse of light into the fiber optic cable being tested. As the light pulse travels through the cable, it reflects off of any changes in the cable's optical properties, such as splices, connectors, or breaks. These reflections, or "backscattered" signals, are then analyzed by the OTDR to provide detailed information about the cable's characteristics, including length, attenuation, and the location and severity of any faults or defects.

OTDR testing is an essential tool for fiber optic network maintenance and troubleshooting, allowing technicians to quickly and accurately locate and identify faults or problems in the cable. The information provided by an OTDR can also be used to optimize network performance by identifying areas of high attenuation or other issues that may be impacting signal quality.

In addition to maintenance and troubleshooting, OTDR testing is also used during the installation of new fiber optic cables to ensure that the cable meets the required specifications and is properly installed. This can help to prevent issues down the line and ensure that the network operates reliably and efficiently.

Overall, OTDR testing is a critical testing method used to maintain and optimize the performance of fiber optic communication systems, providing valuable insights into the characteristics and condition of fiber optic cables.

BERT TESTING

BERT (Bit Error Rate Test) testing is a crucial testing method used in telecommunications and data communications to measure the quality and reliability of digital communication systems.

During BERT testing, a specialized instrument called a BERT tester is used to generate a test signal that is transmitted through the communication system being tested. The test signal is intentionally corrupted by introducing errors, such as bit errors or symbol errors, to simulate the effect of noise, interference, or other impairments that can affect the quality of the communication system.

The BERT tester then receives the transmitted signal and compares it to the original signal, measuring the bit error rate (BER) or symbol error rate (SER) to determine the level of errors introduced during transmission. This information is then used to assess the quality and reliability of the communication system, identify areas of concern or performance issues, and optimize the system to minimize errors and improve performance.

BERT testing is commonly used in various digital communication systems, including fiber optic communication systems, Ethernet networks, and wireless communication systems. It is an essential tool for ensuring the proper functioning and performance of digital communication systems, particularly for high-speed data transmission applications, such as video streaming, online gaming, and cloud computing.

Overall, BERT testing is a critical testing method used to measure the quality and reliability of digital communication systems, helping to ensure that the systems operate effectively and efficiently, with minimal errors and interruptions.

10/100 GIG RFC TESTING

10/100 gig RFC testing is a type of performance testing used to evaluate the compliance and interoperability of Ethernet devices with industry-standard protocols, such as RFC 2544 and RFC 2889.

RFC 2544 is a testing methodology used to measure the performance characteristics of network devices, such as switches and routers. This methodology involves a series of tests that evaluate the maximum throughput, latency, frame loss, and other key performance metrics of the device under test.

RFC 2889 is a similar testing methodology used to evaluate the performance of Ethernet switches and routers operating at 10/100 gigabit speeds. This testing involves a set of test procedures designed to measure the switch or router's forwarding and filtering performance, including the throughput, latency, and frame loss rate, under different traffic loads and network conditions.

During 10/100 gig RFC testing, specialized testing equipment is used to generate traffic and measure the performance of the Ethernet device being tested. The test results are then compared to industry-standard performance benchmarks to assess compliance and identify any performance issues that need to be addressed.

10/100 gig RFC testing is a critical testing method used in the design, development, and deployment of Ethernet devices to ensure that they meet industry standards and operate effectively in real-world network environments. By evaluating performance metrics such as throughput, latency, and frame loss rate, 10/100 gig RFC testing helps to ensure that Ethernet devices operate reliably and efficiently, providing the high-speed data transmission necessary for modern networking applications.

CAT 5 AND CAT 6 ETHERNET TESTING

Cat 5 and Cat 6 Ethernet testing is a critical testing method used to ensure the quality and reliability of Ethernet cables that are used to transmit data in local area networks (LANs).

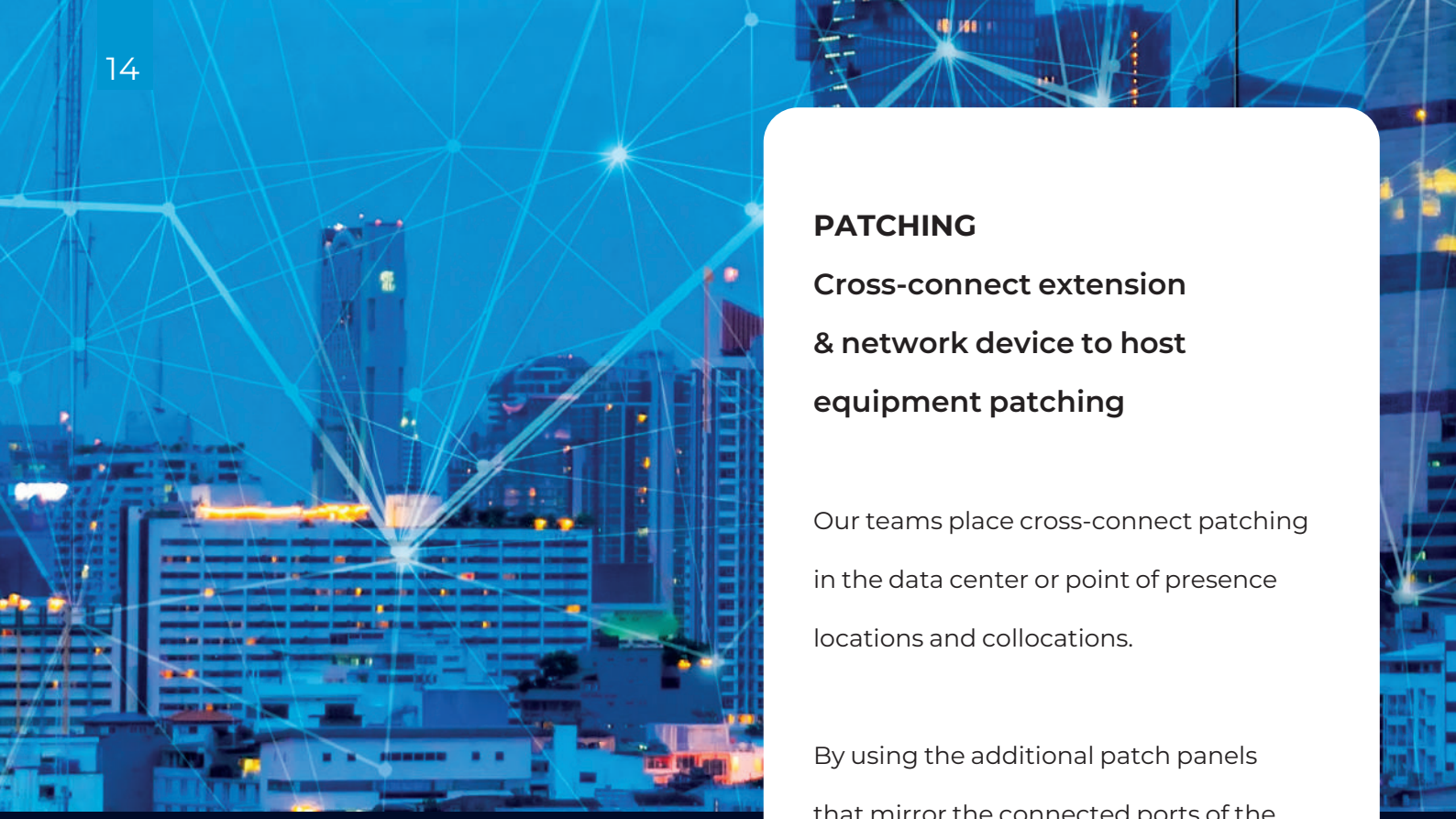
Cat 5 and Cat 6 Ethernet cables are widely used in various applications, including home and office networks, data centers, and industrial settings. These cables have different performance characteristics and specifications, with Cat 6 cables generally having higher bandwidth and faster data transmission rates than Cat 5 cables.

During testing, specialized equipment is used to evaluate the electrical properties and signal transmission characteristics of the Ethernet cable. This testing may involve measuring parameters such as attenuation, NEXT (Near End Crosstalk), FEXT (Far End Crosstalk), Return Loss, and impedance.

The results of the testing are compared to industry-standard specifications to ensure that the Ethernet cable meets the required performance criteria. If any issues are identified, such as high attenuation or excessive crosstalk, corrective action can be taken to improve the cable's performance and ensure that it operates reliably and efficiently.

Ethernet cable testing is an essential part of LAN installation and maintenance, helping to ensure that data is transmitted reliably and efficiently over the network. By testing Cat 5 and Cat 6 Ethernet cables, network administrators can identify and resolve performance issues, optimize network performance, and provide a high-quality user experience for network users.

Our technicians will assist you with initial device configuration and perform equipment and connection validation testing. The customer is provided extensive test reports showing the parameters set out in the client service delivery SLA.



STRUCTURED CABLING AND PATCHING

STRUCTURED CABLING

Copper & Fiber optic structured cabling installation

Structured cabling interconnects between the cabinets and is used as the basic infrastructure interconnect.

Each connection is tested before service activation. The structured cabling system is a complete system of cabling and associated hardware (patch panels, ranger panels, etc.). It provides a comprehensive telecommunications infrastructure and supports the performance of an organization's cabling system or network.

PATCHING

Cross-connect extension & network device to host equipment patching

Our teams place cross-connect patching in the data center or point of presence locations and collocations.

By using the additional patch panels that mirror the connected ports of the equipment, you practically move the boundary of the connection from the critical equipment to a patch frame, increasing security and eliminating unnecessary damage to the equipment.

We are creating a separate patching area where any equipment port can be extended to any other equipment port using patch cords at the front of the panels.

The cross-connect patching is made using coaxial copper or fiber cable fiber. We develop secure demarcation points and would give specific individuals (like data center engineers) a safer environment to work on.

TEST AND **TURN-UP**

Testing of the passive network, including cable infrastructure (both copper and fiber optic installations), is an integral part of the test and turn-up process. Our team of experts conducts thorough testing at various levels to ensure the reliability and performance of your network infrastructure.

Key aspects of our testing process include:

Cable Infrastructure Testing: We employ advanced testing methodologies to assess the integrity and functionality of the passive network, including both copper and fiber optic installations. This involves conducting tests to verify cable continuity, signal quality, and compliance with industry standards.

Connectivity Testing: We validate the connectivity between various network components, ensuring that all cables are properly terminated, labeled, and connected to the appropriate devices. This step helps identify any potential issues that may affect network performance.

Performance Testing: Our team performs comprehensive performance testing to assess the network's capacity, throughput, latency, and overall quality of service. This helps identify potential bottlenecks and ensure optimal performance of your infrastructure.

Documentation: We provide detailed documentation of the test results, including test procedures, measurements, and analysis. This documentation serves as a valuable reference for troubleshooting, maintenance, and future expansion of your network.

By conducting rigorous testing at every level, we ensure that your network infrastructure is fully activated, configured, and ready for operational use. Our technical support team is dedicated to assisting you throughout the test and turn-up process, ensuring a smooth and successful activation of your equipment.

Partner with us to benefit from reliable and comprehensive testing services, enabling you to achieve a robust and high-performing network infrastructure.

DECOMMISSIONING

TeleSol Group specializes in assisting businesses with the decommissioning of their network infrastructure. Our comprehensive services cover the removal and disposal of various assets, including server racks, switchgear, equipment, power distribution units (PDUs), and more.

Key aspects of our decommissioning service include:

Knowledgeable Project Management: Our experienced project management team possesses extensive knowledge of the precautions, governmental regulations, and proper disposal methods associated with telecommunications engineering. They ensure that all decommissioning processes adhere to industry standards and comply with applicable regulations.

Data Center Infrastructure Removal: We offer efficient and thorough removal of network infrastructure and equipment from data centers. Whether you are upgrading your systems, transitioning to the cloud, or de-installing retired assets, we provide end-to-end solutions for complete data center decommissioning.

Our expertise in decommissioning enables us to handle the process efficiently and responsibly, mitigating any potential risks or environmental impact. We prioritize proper disposal and recycling methods to ensure compliance with environmental regulations.

If you require assistance with the decommissioning of your network infrastructure, trust TeleSol Group to deliver reliable and comprehensive solutions. Our team will work closely with you to execute the decommissioning process seamlessly, allowing for a smooth transition and the removal of obsolete or unneeded equipment.

Contact us to learn more about our data center decommissioning services and how we can assist you in effectively managing the decommissioning process.

CERTIFIED **DISPOSAL**

At TeleSol Group, we prioritize responsible and environmentally friendly disposal of IT waste. We collaborate with trusted local partners who specialize in proper disposal, destruction, and recycling of equipment. These partners adhere to industry standards and provide certificates of recycling as evidence of the appropriate handling, processing, disposal, and recycling of IT waste.

Key aspects of our certified disposal service include:

Verification and Validation: Upon receiving a detailed list of equipment to be disposed of, our team will visit the site to verify and validate all the necessary details. This ensures accurate documentation and a clear understanding of the equipment to be disposed of.

Equipment Removal and Transport: We handle the safe removal and transportation of the equipment to designated disposal facilities. Our processes comply with industry standards to ensure the secure handling and transport of IT waste.

Destruction According to Standards: The disposal facility follows industry standards for the destruction of equipment. This guarantees that all sensitive data is securely eliminated and that the equipment is properly processed.

Certificates of Destruction: Upon completion of the disposal process, we provide a certificate of destruction. This certificate serves as proof that the equipment has been securely destroyed and eliminates any concerns regarding data security.

By partnering with TeleSol Group, you can be confident that your IT waste will be disposed of in a responsible and compliant manner. Our certified disposal services offer peace of mind, ensuring that your sensitive data is protected and that your equipment is recycled appropriately.

Contact us to learn more about our certified disposal services and how we can assist you in managing the secure disposal of your IT equipment.

These suggestions aim to provide a clearer and more concise description of the certified disposal service, emphasizing the responsible handling and secure destruction of IT waste, as well as the provision of certificates as proof of compliance.

MIGRATION OF DATA CENTER **NETWORK INFRASTRUCTURE**

TeleSol Group offers expert assistance in the migration of your data center network infrastructure. With our specialized electronic equipment vehicles, we can efficiently and securely transport your infrastructure to its new location.

Key aspects of our migration service include:

Project Management: Our dedicated Project Managers work closely with your team to plan and coordinate the migration process. We assist in scheduling downtime and maintenance windows to minimize disruptions and ensure a seamless transition.

Specialized Equipment Vehicles: TeleSol Group utilizes specialized electronic equipment vehicles designed to safely transport your infrastructure. These vehicles are equipped with the necessary features to ensure the secure handling and transportation of your valuable equipment.

Smooth Transition: Our primary goal is to facilitate a smooth and event-free transition of your data center network infrastructure. We work closely with your team to develop a detailed migration plan, taking into account your specific requirements and minimizing any potential risks.

By partnering with TeleSol Group, you can trust that your migration process will be efficiently managed and executed. Our experienced Project Managers will guide you through each step, ensuring a seamless transition while minimizing downtime and maintaining the integrity of your network infrastructure.

Additionally, as part of the migration process, TeleSol Group provides expertise in migrating network connections, uplinks, and the wider network topology. We understand that a seamless transition involves not only moving physical infrastructure but also ensuring the continuity and functionality of network connections at the new location.

FIBER NETWORK **TESTING**

The method and a general approach with TeleSol Group are that we would make sure even before testing, we have taken the necessary steps to make the test succeed on the first go. During the build of a fiber-optic network, we ensure any connection is scoped and cleaned (if necessary) even before the links are created. Entire networks (ISP and OSP) are being scoped. The OSP is tested through a CD/PMD test. That will show you the state of our OSP. DWDM systems are being scoped and cleaned (if necessary). That way, we reduce faults in complex networks even before testing.

The OTDR measures distance and loss between the two markers. This can be used for measuring the loss of a length of the fiber, where the OTDR will calculate the attenuation coefficient of the fiber or the loss of a connector or splice. We make sure that the reflection and attenuation stay within acceptable parameters.

That is the first wave of testing and preparation. Once all connections are made, and the light changes the name of the dark fiber, we step to another group of testing and analysis.

AN OPTICAL SPECTRUM ANALYSER (OR OSA) is a precision instrument designed to measure and display an optical source's power distribution over a specified wavelength span. An optical analyzer spectrum trace shows power on the vertical scale and the wavelength on the horizontal scale. It is used to determine the power alignment of all waves.

ETHERBERT OR ETHERNET BIT ERROR RATE TEST is a testing method for telecommunication circuits that uses predetermined stress patterns consisting of a sequence of logical ones and zeros generated by a test pattern generator. ALBERT typically consists of a test pattern generator and a receiver that can be set to the same pattern.

RFC 2544 IS THE INDUSTRY-STANDARD SERVICE ACTIVATION TEST for single-service Ethernet and IP (i.e. "pipe test"). The test measures critical performance indicators and bandwidth profiles such as throughput, latency, packet Jitter, frame loss, and committed burst size (CBS). We would offer it on all bandwidth.

ITU-T Y. 1564 IS AN ETHERNET SERVICE ACTIVATION TEST METHODOLOGY, the new ITU-T standard for turning up, installing, and troubleshooting Ethernet-based services. The only standard test methodology allows for complete validation of Ethernet service-level agreements (SLAs) in a single test.

PROJECT **MANAGEMENT**

Our project management processes, methods, skills, knowledge, and experience are to achieve specific project objectives according to the project acceptance criteria within agreed parameters. Project management has final deliverables constrained to a finite timescale and budget. We will follow all steps needed to achieve the project completion to high standards, observing and practicing the Prince 2 foundation.

Our Project management team will follow your global deployment, upgrades, expansions, and decommissions. Our single point of communication is managing the contact with local project lead engineers and ensuring you're kept up to date with day-to-day reporting progress.

Project managers will follow up on projects giving you the best experienced knowledge of the global markets. Time differences and other bottlenecks are not your worries.

TeleSol Group has reached a high knowledge through experiences in delivering numerous projects. Our team can assist with every stage of a technical project, from planning to validation. TeleSol Group meticulously plans the allocation of resources and materials required to deliver projects to an excellent standard. Our project managers ensure that projects are delivered on time, within budget, and on the scope.

TELESOL GROUP HAS MANAGED MANY PROJECTS, INCLUDING BUT NOT LIMITED TO

Global media equipment deployment
Dynamic deployments of media equipment for sporting events.

Numerous large-scale metro networks
Entire networks are deployed across multiple locations.

Carrier network equipment upgrades
Hardware upgrades of large carrier network equipment.

Media streaming platform deployments
Media editing and broadcasting centers.

Critical network migrations
Migration of network equipment and connections.

Global CPE deployments
Network equipment was installed at the sites of major corporations.

Staging and pre-commissioning
Your Network equipment will be prepared in our cleanroom facilities for a plug-and-play deployment.

Office support
Installation of auxiliary equipment like thin clients, monitors, keyboards, and printers, preparing laptops for new employees.

ICT **CONSULTING**

Possessing practical ICT business experience in a wide variety of architecturally diverse ICT environments, TeleSol Group can provide clear and purposeful consultancy solutions for any ICT business challenge.

Our team leverages a specialized project-based approach to manage complex ICT innovation implementations across various business environments.

Our ICT Business consultancy consists of the following services:

WIFI SURVEY:

As wireless networks continue to grow in size and complexity, WiFi surveys have become an increasingly common request globally.

At our company, we specialize in improving our customers' wireless networks by upgrading existing infrastructure, including access points and cabling, as well as installing additional access points. Our goal is to achieve a 30-50% increase in total coverage at each location, ensuring that our customers have reliable and efficient WiFi connectivity throughout their facilities.

To conduct our surveys, we utilize industry-leading software, such as Cisco Ekahau, and state-of-the-art equipment, such as their own sidekick. Our team has extensive experience serving a diverse range of customers in this sector, including hotels, military bases, and retail outlets, among others.

By conducting thorough and accurate WiFi surveys, we can identify and address any issues that may be impacting network performance, optimize coverage and capacity, and provide a high-quality user experience for our customers.

NETWORK MAINTENANCE

TeleSol Group offers the maintenance of all active network components of your network infrastructure.

The transport layer (the backbone of your network), marine landing stations, ILA sites, server farms, or office desk support. We do that under a variety of service-level agreements.

We can provide an on-site response on different technical levels depending on the uptime and your KPIs. We call it “On-site Technical Support”.
It is a part of Reactive and Preventive maintenance.

Our Predictive maintenance is closely related to the Network Monitoring services.

PREDICTIVE MAINTENANCE:

Predictive maintenance uses data-driven, proactive maintenance methods designed to analyze equipment conditions and help predict when maintenance should be performed.

Predictive Maintenance allows for safety compliance, preemptive corrective actions, and increased asset life by looking ahead and knowing what failure is likely to occur when pre-emptive investigations, maintenance schedule adjustments, and repairs can be performed before the asset fails.

Our Network Operation Center performs all monitoring tasks using the most sophisticated software.

BENEFITS:

Overview of historical events of the health of the network.
Analytics options.
Removes the necessity to run to failure or replace parts during the life cycle.

CHALLENGES:

Upfront infrastructure management.
Complex system and technology implementation requirements as well as a 24/7 Network Operation.
Center NOC that TeleSol Group provides.

PREVENTIVE MAINTENANCE:

Performing regular equipment inspections, cleaning and upgrading essential equipment, and tidying your cabling is preventive maintenance. Preventive maintenance aims to prevent equipment failure before it occurs and reduce the risk of accidents and malfunctions.

BENEFITS:

Lower maintenance cost.

Less equipment malfunction and unplanned downtime.

CHALLENGES:

Need for spare parts and inventory management.

Increased planned downtime.

Maintenance of seemingly perfect assets.

REACTIVE MAINTENANCE:

Reactive maintenance serves only one purpose—to address problems when they arise.

Maintenance activities are triggered by equipment malfunctions, setbacks, and failures. Broken-down machines and components are either repaired or replaced. Break and Fix.

BENEFITS:

Maximum utilization and production value from assets.

CHALLENGES:

Unplanned downtime

Potential for further damage to the asset.

Higher maintenance cost.

SLA

SLA (Service Level Agreement) plays a crucial role in defining the level of service and support that TeleSol Group provides to its customers. We understand that each client has unique requirements, and our team of technicians is dedicated to meeting those needs.

Key aspects of our SLA services include:

Tailor-Made Agreements: We work closely with our customers to develop a personalized SLA that aligns with their specific needs. This includes identifying key performance indicators (KPIs) and setting time-based deadlines for response and resolution of inquiries.

Customer Support Response Time: Our SLAs clearly outline the timeframes within which TeleSol Group commits to respond to different types of customer inquiries. This ensures that our customers receive timely support and assistance when they need it most.

Customized Support: We recognize that critical needs may arise at any time, which is why we offer 24/7/365 support. Our SLA framework ensures that the critical requirements of our clients are well-understood and met promptly.

By establishing an SLA, we provide our customers with a clear understanding of the level of service they can expect from TeleSol Group. This agreement serves as a foundation for our commitment to meeting customer needs, delivering efficient support, and maintaining a high level of customer satisfaction.

Contact us to learn more about our SLA services and how TeleSol Group can develop a tailored

SLA 2 HOURS TO THE SITE

SLA, which stands for Service Level Agreement, refers to the agreed-upon level of service and response time between a service provider and a client. In this context, an SLA of 2 hours to site indicates that TeleSol Group commits to responding to critical incidents or infrastructure needs within a maximum of 2 hours, ensuring a swift on-site presence to address the situation promptly.

This SLA is particularly valuable for critical infrastructure, where immediate action is essential to minimize downtime and mitigate potential risks. Additionally, it can also be applied to Priority 1 (Critical) and Priority 2 (High) incident tickets, depending on the redundancy of your network.

By adhering to this SLA, TeleSol Group guarantees a timely and efficient response, providing necessary support and resolving critical issues in a swift manner. This commitment to rapid on-site assistance helps maintain the continuity and reliability of your infrastructure, ensuring minimal disruption and maximizing uptime.

It is important to note that specific SLA terms and conditions, including response time and incident classification, may vary based on individual agreements and the specific requirements of your network infrastructure.

Contact us to learn more about our data center network infrastructure migration services and how we can assist you in achieving a successful and hassle-free transition.

SLA 3 HOURS TO THE SITE

An SLA (Service Level Agreement) of 3 hours to site indicates that TeleSol Group commits to responding to critical incidents or infrastructure needs within a maximum of 3 hours, ensuring a prompt on-site presence to address the situation.

This SLA is particularly applicable to critical infrastructure where immediate action is crucial to minimize downtime and mitigate potential risks. Additionally, it can also be applied to Priority 1 (Critical) and Priority 2 (High) incident tickets, depending on the redundancy of your network.

By adhering to this SLA, TeleSol Group guarantees a timely and efficient response, providing necessary support and resolving critical issues within the specified timeframe. This commitment to quick on-site assistance helps maintain the continuity and reliability of your infrastructure, ensuring minimal disruption and maximizing uptime.

It's important to note that SLA terms and conditions, including response time and incident classification, may vary based on individual agreements and the specific requirements of your network infrastructure. TeleSol Group works closely with clients to tailor SLAs that align with their needs and provide the level of support required for their critical operations.

SLA 4 HOURS TO THE SITE

An SLA (Service Level Agreement) of 4 hours to site indicates that TeleSol Group commits to responding to critical incidents or infrastructure needs within a maximum of 4 hours, ensuring a prompt on-site presence to address the situation.

This SLA is typically utilized for critical infrastructure where immediate action is vital to minimize downtime and mitigate potential risks. Additionally, it can also be applied to Priority 1 (Critical) and Priority 2 (High) incident tickets, depending on the redundancy of your network.

By adhering to this SLA, TeleSol Group guarantees a timely and efficient response, providing necessary support and resolving critical issues within the specified timeframe. This commitment to rapid on-site assistance helps maintain the continuity and reliability of your infrastructure, ensuring minimal disruption and maximizing uptime.

It's important to note that specific SLA terms and conditions, including response time and incident classification, may vary based on individual agreements and the specific requirements of your network infrastructure. TeleSol Group works closely with clients to tailor SLAs that align with their needs and provide the level of support required for their critical operations.

SLA 8 HOURS TO THE SITE

An SLA (Service Level Agreement) of 8 hours to site indicates that TeleSol Group commits to responding to incidents or infrastructure needs within a maximum of 8 hours. This SLA is typically utilized for situations with a moderate impact on uptime or when addressing issues on the secondary or failed redundant side of the network.

This SLA can also be associated with Priority 3 (Moderate) incident tickets, which are incidents that have a lower impact on operations compared to critical or high-priority incidents. Depending on the specific network setup and redundancy, this SLA ensures a timely on-site response to address and resolve moderate incidents.

By adhering to this SLA, TeleSol Group demonstrates its commitment to addressing moderate impact incidents promptly and effectively. Our goal is to minimize the impact on operations, restore network functionality, and ensure the smooth operation of your infrastructure.

It's important to note that SLA terms and conditions, including response time and incident classification, may vary based on individual agreements and the specific requirements of your network infrastructure. TeleSol Group works closely with clients to tailor SLAs that align with their needs and provide the appropriate level of support for incidents categorized as moderate priority.

SLA 24 HOURS TO THE SITE

An SLA (Service Level Agreement) of 24 hours to site indicates that TeleSol Group commits to responding to incidents or infrastructure needs within a maximum of 24 hours. This SLA is typically used for situations with a low impact on the uptime of the network infrastructure environment.

This SLA is associated with Priority 4 (Low) incident tickets, which are incidents or work requests that have a minimal impact on operations. It can also cover planned work that can be scheduled within a specific time frame. While these incidents or work requests are not urgent, TeleSol Group ensures a timely response to address them within the agreed-upon 24-hour window.

By adhering to this SLA, TeleSol Group demonstrates its commitment to addressing low-priority incidents or planned work requests promptly and efficiently. Our goal is to ensure that all aspects of your network infrastructure environment are well-maintained, even when dealing with low-impact issues.

It's important to note that SLA terms and conditions, including response time and incident classification, may vary based on individual agreements and the specific requirements of your network infrastructure. TeleSol Group works closely with clients to tailor SLAs that align with their needs and provide the appropriate level of support for incidents categorized as low priority or planned work within a specific timeframe.

SLA 48 HOURS TO THE SITE

An SLA (Service Level Agreement) of 48 hours to site indicates that TeleSol Group commits to responding to planned interventions or infrastructure needs within a maximum of 48 hours. This SLA is typically used for non-urgent situations where upgrades or maintenance of the core infrastructure or non-critical parts of the network are required.

This SLA covers planned interventions that are scheduled within a specific time frame. These interventions could include upgrades to the core infrastructure or other network components that are not vital to the day-to-day operations of the business.

By adhering to this SLA, TeleSol Group ensures that planned interventions are carried out within a reasonable timeframe. Our team will work with you to schedule and execute the necessary upgrades or maintenance activities, minimizing any disruption to your business operations.

It's important to note that SLA terms and conditions, including response time and the scope of interventions, may vary based on individual agreements and the specific requirements of your network infrastructure. TeleSol Group works closely with clients to tailor SLAs that align with their needs and provide the appropriate level of support for planned interventions within the agreed-upon 48-hour timeframe.

SLA 72 HOURS TO THE SITE

An SLA (Service Level Agreement) of 72 hours to site indicates that TeleSol Group commits to responding to planned interventions or infrastructure needs within a maximum of 72 hours. This SLA is typically used for non-urgent situations where upgrades or maintenance of the core infrastructure or non-critical parts of the network are required.

This SLA covers planned interventions that are scheduled within a specific time frame, providing flexibility for unique deployment requirements or critical infrastructure needs. It can include upgrades to the core infrastructure or other network components that are not vital to the day-to-day operations of the business.

By adhering to this SLA, TeleSol Group ensures that planned interventions are carried out within a reasonable timeframe, allowing for proper planning and coordination. Our team will work closely with you to schedule the deployment or maintenance activities, ensuring minimal disruption to your business operations.

It's important to note that SLA terms and conditions, including response time and the scope of interventions, may vary based on individual agreements and the specific requirements of your network infrastructure. TeleSol Group collaborates with clients to tailor SLAs that align with their needs and provide the appropriate level of support for planned interventions within the agreed-upon 72-hour timeframe.

BEST EFFORT

The Best Effort SLA is an agreement where TeleSol Group commits to making its best effort to provide support and make systems available to clients. However, it does not provide any guarantee of uptime, availability, or durability of support availability. In the event of system downtime or issues, the recourse available may be limited or not guaranteed.

With the Best Effort SLA, TeleSol Group will dedicate its resources and expertise to address client needs and minimize disruptions. However, it's important to understand that this type of SLA does not offer specific service level guarantees and may not provide the same level of assurance as other SLA options.

If uptime, availability, and guaranteed support are critical to your business operations, it may be advisable to consider alternative SLA options that offer more specific guarantees and higher levels of support.

TeleSol Group is committed to working closely with clients to understand their requirements and tailor SLA agreements that align with their needs and expectations. It's important to have open and transparent communication about the level of support and service expectations to ensure a mutually beneficial partnership.

TECHNICAL SUPPORT **LEVEL**

TeleSol Group provides quality on-site technical support to many businesses and Tier 1 telcos, including international network service providers, financial institutions, content and media service providers, cloudservice providers, and market-leading IT equipment vendors.

TeleSol Group employs a team of technicians that provide data center support in all major internet exchanges. Our team possesses many skill sets, ranging from hardware troubleshooting to device configuration. Whether working as a team on larger projects or independently, our technicians maintain the high level of professionalism expected by our clients.

Our team is ready to support technical issues on a wide range of networks and equipment, including but not limited to:

SUBSEA LANDING STATIONS

We have specialized subsea optical technology equipment.

INTERNATIONAL FIBRE OPTIC NETWORKS

We have specialized fibre optical network support.

REMOTE AMPLIFIER SITES

Optical amplifier support.

METRO NETWORKS

Every component of a metro network is supported.

CUSTOMER PREMISES EQUIPMENT

Service provider equipment is supported at the customer site.

We differentiate the following levels of support you can choose from:

TECHNICAL SUPPORT LEVEL 1 (REMOTE HANDS ENGINEER)

Remote Hands (Level 1) will enable you to have a technically experienced field engineer capable of working in a data center environment and customer premises, representing your company, and supporting all your remote requirements as if you were on-site.

L1 Engineer familiar with the telecommunication environment and the industrystandard procedures of the data center surrounding (access rules, HVAC, Fire suppression, etc). The Engineer uses professional and clear English communication and the local language. They communicate with your remote support network engineer verbally, through email, or through any chat application you might use.

L1 REMOTE HANDS ENGINEER IS FAMILIAR WITH THE:

- Data center environment and house rules
- Corporated office enviroment
- Any kind of building infrastructure appliances
- Industry-standard security regulations
- Information Security code of conduct
- Health and safety regulations
- Conferencing environment setup
- Knowledge of Microsoft Windows essentials

L1 REMOTE HANDS ENGINEER CAN HELP YOU WITH

- Install and maintain equipment and software.
- Help new employees set up their workstations.
- Maintain and upgrade equipment as needed.
- Train new employees to use a company's software and apps.
- Work with existing vendors to evaluate new technology.
- Test network connections.
- Train end users when new software or IT regulations arrive at a company.
- Site surveys assignments
- Racking and Stacking of servers
- Replacing Pluggables, Optics, Motherboards, RAM, NICs, CPUs, etc. on servers
- Installing and swapping any type of Network equipment components
- Patching Network and troubleshooting any kind of cables connections
- Providing you with Remote console access (Anydesk / Teamviewer)
- Termination of any type of connectors
- Rack-mounting and removal of equipment
- Equipment Decommissioning
- Pop Build (assist)
- Structured Cabling installation
- Wiring of grounding cabling
- Basic configuration of servers (e.g. set STATIC IP for servers/Node (IPMI))
- Troubleshooting any type of faults on the physical infrastructure
- Providing completion notes and detailed reports
- Preparing shipments
- Updating Inventory files (cables)
- Any on-site communication and arrangements
- Office support serving your network demands within the office environment

TECHNICAL SUPPORT LEVEL 2 (SMART HANDS ENGINEER)

Smart hands will allow you to have extended knowledge support.

Smart hands Engineer supports all necessary tasks described under the Remote Hands description page, with the additional knowledge and experiences that allow it to have a leading role on site. It will be able to lead any on-site activities, like the building of new points of presence, metro networks, amplification sites, Marin landing sites, and customer premises networks.

Next to all knowledge and tasks described under Remote Hands, our Smart Hands (Level 2) Engineer owns additional capabilities as followed:

L2 SMART HANDS ENGINEER EXTENDED KNOWLEDGE AND CAPABILITIES ARE:

- Read and understands complex assignments
- Providing a leading role on-site during project or maintenance work
- Attending online meetings and reporting to different stakeholders
- Understands project initiation documentation
- Additional knowledge of the relevant technology

L2 SMART HANDS ENGINEER CAN ADDITIONALLY HELP YOU WITH

- Any DC-related power issues and measurements
- Basic configuration and commissioning of routers and switches
- Troubleshooting DWDM issues
- Providing regular updates to project managers and customers
- RFC & BER testing (basic)
- Performing Commands (Windows CMD) – basic
- Performing Commands (Linux CLI) – basic
- Fiber testing and cleaning using Fiber Scopes
- Network Infrastructure Build (leading role)
- Network Cable Testing
- OSA testing
- OTDR testing
- RFC-2544 test (1G / 10G / 100G)
- Subsea landing station works
- Performing Wifi Surveys

TECHNICAL SUPPORT LEVEL 3 (SMART HANDS + ENGINEER)

Our Smart Hands + (Level 3) Engineer would give you the ultimate experience supporting any onsite activities with the most complex project and excellent analytical capabilities. Fault finding and resolution are at the core of the L3 Engineer. You will receive senior advice and problem-resolution proposals.

Next to a senior leading role on projects and mission-critical networks, the Smart Hands + L3 Engineers support the following additional items:

L3 SMART HANDS + ENGINEER ADDITIONAL OFFERINGS:

- Long Haul Optical Time Domain Reflectometer testing(OTDR)
- Fiber troubleshooting (advanced)
- Y.1564 tests
- Power load measurements
- RFC & BER testing 1/10/100/400g (advanced)
- Performing Commands (Windows CMD - advanced)
- CWDM Optical Spectrum Analyzer testing
- Understanding of WDM (advanced)
- Communication Media Analyzer testing (CMA4000)
- CD/PMD
- Fiber Fusion Splicing
- EtherSAM tests
- Fault diagnosis
- Test & Turn Up
- Providing training and workshops on relevant technologies

L3 SMART HANDS + ENGINEER CAN ADDITIONALLY HELP YOU WITH

- Multiple stakeholder's communication and management
- The leading role on complex projects and maintenance
- Leading on-site PM role
- Configuration switches and routers
- Commissioning and decommissioning various vendor equipment
- Lead multiple location network rollouts and upgrades

TECHNICAL SUPPORT LEVEL 4 (NETWORK ENGINEER)

Network engineers design and implement network configurations, troubleshoot performance issues, carry out network monitoring and configure security systems such as firewalls.

Network engineers are people who own relevant certificates from different suppliers, such as CISCO, Juniper, Ciena, Adtran, etc. which enable them to perform their work effectively and efficiently.

Level 4 engineers report to a NOC managers, and other line-of-business leaders to discuss and decide upon overall business goals, policies and network status updates.

In many situations, network engineers work closely with project managers and other engineers, manage capacity and carry out remote or on-site support.

Knowledge of service architecture, design, resource configuration, and business impact of events and symptoms. Expertise in monitoring tools, IT Service Management, Backup, and Disaster Recovery tools.

Get equipped with the advanced technical skills needed for the role. Learn the core networking and server administration skills required to support a traditional on-premise, cloud or hybrid network.

Our network engineer has a basic bachelor's or master's degree in the field of computer science or any other related field. A strong understanding of the hardware infrastructure, DNS (domain name system), routers, firewall systems, and cloud computing applications are required.

In combination with predictive maintenance.

TECHNICAL SUPPORT LEVEL 5 (SENIOR NETWORK ENGINEER)

NETWORK OPERATIONS CENTER

TeleSol Group offers 24/7 high-level network monitoring capabilities as a single point of contact for all your global demands. Our Network Operations Center (NOC) is located in a centralized area where IT teams can continuously monitor the performance and health of a network. The NOC is the first line of defense against network disruptions and failures.

Our operators also manage a large group of Engineers, carefully selected to perform the field maintenance tasks, emergency services assignments, or on-site technical support in the field. The NOC operators manage the field techs where needed and follow up on communication, arrival, departure, and detailed reporting.

The reporting will give you an in-depth analysis of the performance of the different stakeholders and Key Performance Indicators (KPIs).

DEDICATED **PRIVATE NOC**

Dedicated private NOC services (white label) are performed under your brand and logo. Our specially selected operators will handle all customer inquiries and represent your brand and services. Telephone calls and email communications will follow your specific rules and methods.

We will set up your VoIP platform using VPN connections to give the appearance of your support. This allows you to focus on what you do best: developing and selling your products. We can complete the cycle by taking care of your ICT business environment with our technical expertise, monitoring your network's performance, and ensuring the highest possible uptime.

Business never sleeps, which is why it's more important than ever to have a 24-hour call center available for your clients. Initially, 24/7/365 call centers were limited to a few select enterprises. However, many companies now use 24/7 network operation center services for various business needs. Our Dedicated Private network operation center will handle your network support needs through a dedicated system, ensuring the security of your company's information and identity. We have assembled a team with extensive technical experience and proficiency in multiple languages to answer and manage your clients' support questions and inquiries.

Small businesses that lack the resources to hire a full-time customer support team but still require continuous services should consider hiring a 24/7 contact center. Companies that provide uninterrupted services are perfect candidates for such a service.

MONITORING CENTER

NOC Services, also known as Network Operations Center Services, are responsible for monitoring the health, security, and capacity of your telecom infrastructures.

By utilizing our NOC services, our customers benefit from smooth and clear communication and professional handling available 24/7.

TeleSol Group's Network Monitoring employs a range of network management tools to detect slow or failing components before they lead to problems.

Examples of such components include crashed, frozen, or overloaded servers, failed switches, failing routers, power outages on PDUs, and other problematic elements that can result in outages or network failures.

Our administrators effectively monitor and manage your network using network monitoring tools and software applications. Many network performance monitoring tools also provide comprehensive visualization of the networks and applications, offering an end-to-end view.

Considering that routers, servers, and switches perform business-critical tasks, it is imperative to monitor these components regularly. The intervals for monitoring internet traffic depend on specific parameters and usage, and they should be selected based on the specific circumstances of each situation.

PREDICTIVE MAINTENANCE

By employing predictive maintenance, organizations can achieve safety compliance, take preemptive corrective actions, and extend the lifespan of assets. This is achieved by anticipating potential failures and conducting pre-emptive investigations, adjusting maintenance schedules, and performing repairs before the asset experiences a failure.

SUPPORT PORTAL ACCESS

Most customers prefer to access information and find answers independently. The customer portal allows them to perform business actions integrated from multiple back-end systems, enabling them to log in from anywhere and access support inquiries, make support requests, and find the answers they need in a secure and protected environment.

The customer portal provides users with an online support channel to resolve their inquiries without the need to contact a support agent. The user interface is highly customizable through a point-and-click editor, offering functionalities such as permissions, custom objects, sharing rules, and Web tabs.

GLOBAL LOGISTICS

The TeleSol Group team is capable of managing all tax, customs, compliance, and legal requirements related to the IT infrastructures of our customers.

Logistic companies are not equipped to handle the specific global regulations surrounding this particular commodity. Import laws governing IT infrastructure are highly stringent, and logistic companies solely focus on the logistical movement of goods.

These companies are unable to handle the importation of the commodity into the country or manage the international trade requirements, let alone deliver it to your site. In contrast, TeleSol handles the entire process from door-to-door. We take care of all tax, customs, compliance, and legal obligations, providing comprehensive support for managing and moving this specific commodity. With TeleSol, you have access to a one-stop shop for the commercial and physical control of IT hardware.

WAREHOUSE MANAGEMENT

Be always up to date by controlling your stock and spare parts distribution level. You can see the location of your spare parts and onsite inventory.

Warehouse management encompasses the principles and processes involved in running the day-to-day operations of a warehouse. At a high level, this includes receiving and organizing warehouse space, scheduling labor, managing inventory, and fulfilling orders.

A WMS enables easy and efficient tracking of inventory and order-related information such as lot details, end-of-life dates, serial numbers, and UPC. This helps quickly solve the inventory movement challenges, reducing additional costs and improving customer experience with efficient order tracking and management.

CRITICAL SPARE PART MANAGEMENT

TeleSol Group boasts a logistics operation that includes warehouses around the Globe and manages several local lease stocks on our customers' premises. At the core of TeleSol Group's logistics operation lies a world-class stock management process. TeleSol Group has years of experience managing stock levels to assist our respected customers. The logistics solution can be tailored to fulfill the needs of individual customers and can be integrated into a KPI-related SLA.

Critical spare parts are stored in the proximity of your active network locations. They are accessible by our network engineers to fulfill the critical service level agreements. No more waiting for critical spare part delivery. We pick it up and go to the site.

RMA management

RMA management manages your return flows. Case and serial number registration show whether warranty conditions cover products. Our scanning processes and administrative systems support this. With RMA management, we can also manage your return flows to repairers or OEMs and perform quality and performance measurements.

GLOBAL SHIPPING

We offer shipping services for multiple applications.

Shipping can be done from any part of the world to the most challenging destinations, complying with rules and regulations.

Please get in touch with our specialist for more information.

Select our Global Shipping Service to deliver your IT infrastructure to all the countries around the Globe, turnkey, and stress-free.

Are you worried about freight, import papers, customs clearance, scheduling delivery, or project management? TeleSol Group enables you to quickly ship IT equipment into any DC or office all over the world.

RECRUITMENT

Introducing Our Specialized IT Recruitment Services!

Unlocking the Power of Talent in the Dynamic IT Industry

Are you searching for top-notch IT professionals to drive your organization's success? Our specialized IT recruitment services are designed to connect you with the brightest minds and the most skilled individuals in the ever-evolving IT landscape.

Why Choose Us?

IT Industry Expertise: With a deep understanding of the IT industry and its unique demands, we possess the knowledge and insights to identify exceptional talent. From software developers and network engineers to project managers, we know what it takes to find the perfect match for your IT roles.

Extensive Network: Over the years, we have built a vast network of talented IT professionals. Our connections span across diverse domains, giving us access to a wide range of highly qualified candidates. By tapping into our network, you can gain a competitive edge by securing the best-fit candidates swiftly.

Tailored Solutions: We believe in the power of personalized service. Our team takes the time to understand your specific needs, company culture, and technical requirements. This enables us to deliver customized recruitment solutions that align with your business objectives, saving you valuable time and resources.

Streamlined Recruitment Process: We streamline the entire recruitment process, from sourcing and screening to interviewing and onboarding. Our rigorous assessment methods ensure that we present you with candidates who possess the right technical expertise, experience, and cultural fit. We go the extra mile to make your hiring journey smooth and efficient.

Agility and Adaptability: The IT industry moves at lightning speed, and we keep pace with its dynamic nature. Whether you need contract-based IT professionals for a short-term project or permanent hires to join your team, we have the flexibility to adapt to your changing needs. Our agility ensures that we deliver results in the face of rapidly evolving technological landscapes.

Client-Centric Approach: Your success is our priority. We forge long-term partnerships based on trust, transparency, and open communication. We listen attentively to your requirements, providing strategic advice and guidance throughout the recruitment process. Our dedication to your satisfaction sets us apart as a trusted advisor in IT recruitment.

Unlock the Power of Your IT Workforce Today!

Don't let talent scarcity hold your organization back. Partner with us to access the finest IT professionals who will drive innovation, boost productivity, and fuel your company's growth. Experience the difference of specialized IT recruitment services tailored to your unique needs.

Contact us now to embark on a transformative hiring journey that will power your organization to new heights in the competitive IT landscape. Together, let's build a future of success and technological excellence!

STAFF AUGMENTATION:

With the demand for expert IT Professionals constantly increasing, Staff Augmentation services are seeing rapid growth as Companies around the world look for flexibility in staff management for special projects, seasonal demand and spikes in customer demand.

Staff Augmentation can help you increase efficiency and cost effectiveness, allowing you to add to your IT Team based on requirements without the hassle of a lengthy recruitment process or the need to hire full time staff for short term or one-off projects. It also provides the flexibility of adding talent and skills to your team on an On-Demand basis, allowing you to scale up or down based on your needs.

With our Global footprint, Telesol Group Augmentation services guarantees to provide custom solutions to all your needs, allowing you to fill temporary or hard to fill positions right away. We eliminate the hassles & costs of recruiting, giving you access to a large pool of professional engineers across the globe.

To find out more about our services and how we can help with your staffing needs, send us an email at sales@telesolgroup.com

NETWORK COMPONENT SALE

Introducing our top-of-the-line multiple manufacturer network components, designed to optimize the performance of your network and provide seamless connectivity. Our components are carefully selected from the latest technology to ensure you get the best possible network experience.

We have everything you need from routers to switches to keep your network running smoothly. Our products are built to last, with durable materials and cutting-edge features that ensure maximum efficiency and reliability.

Our network components are easy to install and configure, so you can have your network up and running in no time. And with our exceptional customer support, you can trust that you'll have all the help you need to keep your network infrastructure built and maintained smoothly.

So, whether you're looking to upgrade your current network or build a new one from scratch, our network components are the perfect solution. Experience the difference today and take your network to the next level!

PASSIVE NETWORK COMPONENTS

Passive network components are elements that do not require a power source and do not amplify or regenerate signals. They are essential to network building blocks and perform fundamental functions such as connecting devices, splitting signals, or hosting the active network equipment. These components are typically used with active routers, switches, or hubs to build a complete network.

Some examples of passive network components include:
Network cabinets, Patch panels, Copper and fiber ducts, Copper and fiber optic cables, Connectors, DWDM etc.

ACTIVE NETWORK COMPONENTS

Active network components are devices that require power to function and are responsible for amplifying, processing, and transmitting data signals across a network. They provide intelligence and management to the network, allowing for greater control and functionality. These components are typically used in conjunction with passive components like cables, connectors, and splitters to build a complete network.

Some examples of active network components include:
Routers, Switches, Hubs, Wireless Access Points, Modems, Network Interface Cards (NICs), Firewalls, PDUs, KVM switches, rectifiers, etc.

Active network components are critical for building a modern and efficient network. They provide the necessary intelligence and management to handle large amounts of data traffic and ensure that the network runs smoothly and reliably.

ISO CERTIFICATION

TeleSol Group is proud to announce that 2023 we have successfully achieved recertification for ISO-9001:2015 for our quality management system and ISO-27001:2013 for our information security management system. These recertifications reaffirm our commitment to maintaining rigorous standards and continuously improving our business processes.

By undergoing the external audit performed by the TUV, we demonstrate our ongoing dedication to delivering exceptional quality and ensuring the highest levels of information security. The ISO- 9001:2015 certification validates our focus on quality management, enabling us to consistently meet and exceed customer expectations. Through continuous improvement and adherence to industry best practices, we strive to deliver services that drive customer satisfaction and long-term success.

The recertification of ISO-27001:2013 highlights our unwavering commitment to protecting customer data and ensuring the confidentiality, integrity, and availability of information. By implementing robust security controls and practices, we maintain a secure environment for our customer's; sensitive information and mitigate potential risks. Our information security management system continues to meet the stringent requirements of ISO-27001:2013, providing peace of mind to our valued clients.

These maintenance of the ISO standards reflect TeleSol Group's dedication to excellence, quality, and security. We continuously invest in our processes, technology, and people to ensure that we deliver the highest standards of service and maintain a customer-centric approach. The ISO standards enables us to strengthen our position as a trusted partner and provider in the industry. It is a testament to our commitment to delivering innovative, high-quality, and secure solutions that address our customers' evolving needs.

We are proud of our compliance and the value they bring to our business and our customers. They reinforce our commitment to continual improvement, ensuring that we consistently deliver superior solutions and maintain the highest levels of quality, security, and customer satisfaction.

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