

Help Desk Telecom Solutions

FIELD OF ACTIVITY :

B2B ALL SECTORS



Router supervision & support (Fortinet).



Monday to Saturday From 08h to 18h

SERVICES PROVIDED :



Supervision & opening of a ticket on the operator's tools in the event of a link failure.



Ticket tracking according to GTR.



Support Pack Intégré Internet: support for corporate users (Internet & Security).



Integrated Telephony Pack support (Unified Communications).

VOLUMETRY :



2200

Fortinet routers



500

Companies

SPECIFICATIONS :



Security : VPN access to the operator's IS..



SI: ITSM tools for operator ticketing.



QS >= 95%