



solutions for a networked world



VITAL Network Services (VITAL) is an *independent, network support organization* delivering high-quality data and converged network lifecycle solutions to corporate end users, integrators, carriers and network equipment manufacturers.

We offer you the unique perspective of a service-only company backed by decades of networking experience and a flexible, customer-centric approach. Additionally, our extensive service delivery infrastructure extends your knowledge and capabilities to reduce expenses and improve productivity.

“To sustain a competitive edge, organizations of all shapes and sizes face continuous pressure to drive productivity and growth without increasing resource commitments. VITAL offers a dependable, cost-effective solution.”

Extending Your Capabilities

VITAL's comprehensive solution portfolio and robust service delivery infrastructure allow you to focus your resources on areas that add the most significant value to your business.

Whether you need assistance in a specific region or require specialized skills, VITAL becomes an extension of your organization to augment your capabilities.

Supporting Your Requirements

Over the years, VITAL has established and refined a distinctive model for consistently delivering high-quality, multivendor services throughout North America. Our Technical Support Center (TSC) and Network Operations Center (NOC) located in Tampa, FL create the foundation for this approach. Staffed 24 hours a day, 7 days a week and backed by proven processes and tools, these centers house our technical support specialists and engineers, staging and logistics functions and simulation laboratories. This well-defined team is further enhanced by VITAL's network of onsite field engineers and parts logistics depots located throughout North America and our Repair facility located in Irvine, CA.

VITAL's service delivery infrastructure incorporates efficiency, responsiveness and flexibility designed to meet your individual needs while exceeding your expectations.





Comprehensive Solutions for a Networked World

Drawing on our multivendor expertise in network integration, maintenance and management of data communications, IP telephony (IPT) and wireless LAN environments, VITAL offers a comprehensive portfolio of services to support each phase of the network lifecycle. Depending upon the situation, these services may be sold directly to corporate end users or indirectly through one of our integrator, carrier or manufacturer partners.

Professional Services

VITAL's Professional Services empower you with skilled resources to assist in the planning, design and optimization of your technology solutions. As a service-only provider, our certified network engineers apply valuable insight into your solution and the ongoing support requirements without a product bias. You can select from our portfolio of Professional Services, or retain a VITAL engineer on a dedicated project basis.

- ▶ ***Network Design***
- ▶ ***Wireless LAN Assessment***
- ▶ ***IPT System Certification***
- ▶ ***Performance Analysis***

- ▶ ***Site Surveys***
- ▶ ***Staging & Configuration***
- ▶ ***Installation***

Integration Services

With VITAL's portfolio of Integration Services, you receive everything you need to successfully integrate new technologies and equipment with minimal disruption. Our resources manage and perform thousands of complex, multi-site installations throughout North America each year. Utilize our complete portfolio of services as a turnkey solution, or select the services individually to supplement your existing infrastructure and skills.



Maintenance Services

VITAL's Maintenance Services offer a number of options to support the ongoing operation of your technology investment. With flexible coverage options (24x7 or 8x5) and response times (4-hour or Next Business Day) you can select the services and coverage you need to ensure peak operating efficiency.

- *Remote Technical Support*
- *Parts Dispatch/Logistics*
- *Onsite Field Support*

- *Fault Management*
- *Performance Management*
- *Configuration Management*
- *IPT Management*

Management Services

Improve network availability with VITAL's Network Management Services. Your network environment will be remotely monitored 24x7x365 by our expert network technicians who will capture valuable information, identify and manage issues through resolution, and distribute valuable statistics and information to you in regular reports. These services minimize failures by applying proven processes, best-of-breed tools and responsive technicians in a redundant management environment.

End-to-End Network Lifecycle Solutions

Data	Network Design	Integration Services	Maintenance	Management Services
IP Telephony	IPT System Certification	Integration Services	Maintenance	Management Services
Wireless	Wireless LAN Assessment	Integration Services	Maintenance	Management Services

A Customer-centric Approach

VITAL focuses on providing a superior service experience for each and every one of our customers. As a result, we have built our business on continually meeting or exceeding expectations, going the “extra mile” and defining and implementing processes with the proper combination of people, skills and technology. In working with VITAL, you will notice we are never complacent. We measure customer satisfaction weekly across all service areas. We listen to your feedback to continuously improve. And, we inspire our people to execute process and go above and beyond based on demonstrated leadership and values.

“Even as we grow, we will remain sensitive to changing market conditions and nimble enough to respond to them.”



The VITAL Value

Experience

VITAL installs, services and manages thousands of mission-critical nodes/devices every year. We apply the knowledge we gain from our experiences and daily operations to our interactions with you and your network environment.

Service-only Approach

As a service-only business, VITAL's primary focus is on our service delivery. We have made, and continue to make, sizable investments in the people, processes and systems used to deliver our network support solutions. As a customer, this well-defined service infrastructure becomes an extension of your business.

Responsiveness

We have designed our service solutions based upon industry best practices. By emphasizing good communication and accountability, and by implementing proven processes and systems that support rapid knowledge transfer, VITAL can respond and adapt to your needs quickly and efficiently.

Flexibility

VITAL is large enough to deliver high-quality service, while at the same time innovative enough to offer you personal, flexible and individual service.



“Our services offer unique value in our ability to specifically tailor our delivery to our clients’ needs. We have the ability to interlock our processes and systems with our customers’ - forming a seamless service delivery engine.”

VITAL's Customer Satisfaction consistently ranks above 4.5 on a 5-point scale.

Over 2/3 of VITAL's clients have been doing business with VITAL for 5+ years.

“You need a dependable, experienced, flexible partner to help you achieve your strategic objectives. You need VITAL.”



Learn More

VITAL, a service-only, network support organization, delivers high-quality data and converged networking support throughout North America. For additional information about our company or services, please contact us:

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