

# IT Support Services

Vision Technologies Technical Support Group

## Making Vision Reality

- ▶ **Certified Technicians**
- ▶ **7X24 Service**
- ▶ **Remote Hands**
- ▶ **Project Support**
- ▶ **Program Management**
- ▶ **In-Process QA**
- ▶ **Data Center Support**
- ▶ **SAN/TAN Support**
- ▶ **Microsoft Support**
- ▶ **UNIX System Support**
- ▶ **UNIX Administration**
- ▶ **Sun/Solaris**
- ▶ **Cisco**
- ▶ **Network Security**

IT support service is a technical solution for Professional Customer's who do not have an on-site support staff. Vision Technologies provides on-site support troubleshooting, installing, and assisting with moves, adds or changes to new and existing environments. Vision Technologies provides on-site 24 X 7 support guided by specific service level agreements or contact requirements. Your team will have direct access to a team of certified professional's with extensive enterprise network, software, hardware and application experience. Our list of services will include, but are not limited to the following:

- Advanced systems or network configuration or troubleshooting (e.g. advanced systems or network protocols and services).
- Providing security patches, updates and regular operating system and hardware maintenance in conjunction with existing applications to ensure optimum operability and functionality.
- Installing, replacing/removing equipment components (e.g. router/switch, internal module or card, disk drive, memory, etc.) that are hot-swappable and/or highly modular in design.
- Full deployment of delivered infrastructure, including hardware, software, middleware, and related components, complete with testing with as-built documentation.
- Assisting customer with physically installing, relocating, or movement of equipment.
- Provide a detailed inventory of customers equipment, taking digital pictures of equipment or co-location space.
- Installing customer provided software with default configurations or specific and basic customer-provided instructions.
- Rebooting or power cycling equipment.
- Providing remote hands and eyes to assist customers with troubleshooting efforts.
- Relaying status of equipment state and functionality via terminal, monitor or console connection.
- Provide remote connectivity for customer viewing and management.
- Moving or securing cables.
- Testing and certification of Ethernet and fiber optic cabling.
- Tape changes - swapping of pre-labeled, pre-ejected, removable media (tapes, CDs, DVDs, DLT, etc.)
- Adding, removing, or verifying a demarcation label.
- Complex troubleshooting of customer equipment.
- Labeling equipment and cable connections which includes the standardization of infrastructure and system components for documentation and management including standard naming convention and labeling.
- Packaging, shipping and handling customer equipment or RMA equipment.
- Installing or swapping pre-configured or non configured equipment or components.
- Replacing or verifying connectivity integrity for cross-connects and third party circuits.
- Installing cross-connects from customer equipment to patch panels.

## Vision Technologies Technical Support Group

530 McCormick Drive  
Suite J  
Glen Burnie, MD 21061

Phone: 410.424.2183  
Fax: 410.424.2208  
Email: [info@visiontech.biz](mailto:info@visiontech.biz)



## Service Costs

Vision Technologies' service contracts can be arranged on a time and materials basis or a fixed price engagement. Unlike many other offered support services our rates are based upon the nature of the task and not a fixed hourly price, regardless of skill set requirements. This is a major benefit to customers who have a varying level of complexity because it eliminates paying high rates for simple tasks while allowing you to have certified experts handle more complex tasks.

## Communication and Authorization

Vision Technologies offers simple yet secure ways to request on-site support and technical services from our staff of highly trained support engineers. Whether you send an email to [support@visiontech.biz](mailto:support@visiontech.biz) or call our 1-800 number rest assured you will be in immediate contact with an on-site support engineer to provide excellent customer support and service.

A Service-Disabled Veteran-Owned Small Business

