

On-Site Support

Vision Technologies Technical Support Group

Making Vision Reality

On-site support is a technical service solution for data center customers who do not have a physical presence with a Co-location Hosting environment. Vision Technologies provides on-site assistance and staff augmentation to assist you with your Information Technology requirements. Vision Technologies provides on-site 24 x 7 IT support guided by contract deliverables and incorporated service level agreements which ensure immediate response and service resolution. Your team will have direct access to a team of certified on-site professionals who have extensive experience with enterprise data center software, hardware and applications. Our list of services includes, but is not limited to the following:



- Advanced systems and network troubleshooting
- Provide security patches, updates and regular OS and hardware maintenance in conjunction with existing applications to ensure optimum operability and functionality.
- Install, replace or remove equipment components (e.g. router/switches, internal modules or cards, disk drives, 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 as-built documentation and testing.
- Design, install and implement new LAN/WAN or assistance in augmentation of existing platforms or networks.
- Asset and inventory management.
- CCTV surveillance of your area.
- Install customer application software with default configurations or specific customer-provided configurations.
- Rebooting or power cycling equipment.
- Provide remote hands and eyes for a customer's remote troubleshooting efforts.
- Relaying equipment status and functionality via terminal, monitor or console connection.
- Testing and certification of Ethernet and fiber optic cabling.
- Media changes - swapping of pre-labeled, pre-ejected removable media types.
- Adding, removing, or verifying circuit demarcation labels. Labeling equipment and cable connections, including the standardization of infrastructure and system components for documentation and management including standard naming conventions and labeling.
- Packaging, shipping and handling customer equipment or RMA equipment.
- Moving, securing, installing, replacing or verifying connectivity integrity for cross-connects and third party circuits.
- Establishing or taking down a loop-back on a carrier circuit to assist in remote testing.
- Diagnostic and signal testing a circuit with diagnostic equipment. This includes loop-back testing for Telco circuits (DS1 through OC-12, etc.).
- Critical data backup, data migration, virtual storage and/or restore operations.
- Facilities management for spaces, power and bandwidth utilization. Ensuring you use and pay for only what you need in a co-location environment.

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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 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

