



Telecom & Networking

Technical Support Units A new Service by PSP

It is true that the proper choice of a service can contribute to the increase of your business's effectiveness and productivity.

For this reason, we have created the innovative service **Technical Support Units** which gives you the opportunity to **exploit, control, monitor** as well as **manage your contracts** in the best possible way, each time paying only for what you really need.

It is, therefore, a flexible and economical service allowing you to independently safely choose the **level of technical support** you desire for your business.

This level can be influenced by four factors: **level of works, time required, the geographical region** where you live and the **time of response**.

What are the advantages of Technical Support Units?

1. You take the units your business **really needs according to your requirements**.
2. You are **fully aware** of how many units you spend and when.
3. You **decrease** the maintenance and restoration cost of your equipment to a great extent.
4. You have **immediate and guaranteed response** for your need.
5. You enjoy **gradual discounts** on the current charging rate.
6. You secure the **management of the remote points** of your businesses (remote support).
7. You can **transfer the units** that you have not used prior to the expiry of your contract.

PSP Telecom & Networking has lengthy experience in network communications and information systems support. With a flexible administration structure and trained market personnel, it follows the latest developments in the field of communication networks, in order to offer its clients and associates innovative products with high specifications **"In time, in budget, in quality"**.

With registered offices in Athens and support centers strategically placed all over Greece, PSP is active in the field of providing integrated **Cabling, Networking, IT, Consulting & Training, Project Development** solutions and services for small, medium and big businesses.

It also offers **outsourcing** services to Telecommunication Providers, Large Organizations and Corporate Clients.

PSP has a **Pan-Hellenic network of certified engineers and technicians** who belong to the company's human resources and are geographically located so as to provide support with the smallest possible response times.

The main locations where there are **PSP** crews are:

Athens, Thessaloniki, Kavala, Kozani, Larissa, Ioannina, Patra, Kalamata, Herakleio, Chania, Lamia, Rhodes, Mytilene and Syros

This network is centrally coordinated, controlled and supported by the company providing the best possible response to the clients' needs.

All the fields covered by the Service **Technical Support Units** provided **24X7** either on a **6-month** or a **12-month** contract, are analytically mentioned below:

LEVEL OF WORKS	TIME REQUIRED	GEOGRAPHICAL REGION	TIME OF RESPONSE
<p>Networking:</p> <p>Basic Services: Installation, Support & Troubleshooting: Routers, Switches, Wireless LANs, Firewall (VoIP equipment & PBXS) on medium sized networks</p> <p>Advanced Services: Site Surveys, Design Proposals, Large Network Implementations: Routers, Switches, Firewalls, Unified Communications (Voice, Video & Data), Wireless LAN, project oriented installations</p> <p>Expert Services: Complex & Multiservice Networks, Carrier level infrastructures & support services, MPLS/VPLS internetworking</p> <p>IT Services: Installation, configuration and control of workstations (desktop-laptops), communication support, maintenance, supervision of correct operation in Servers, Storage, Back Up Systems</p> <p>Cabling</p> <p>Basic Services: xDSL, UTP, Structured Data & Power Cabling</p> <p>Advanced Services: Large Data & Power infrastructures, Data Centers, Fiber Optic Cabling Implementations</p>	<p>Mon - Fri: 08:00-20:00</p> <p>Mon - Fri: 20:00-08:00</p> <p>Sat- Sun: 08:00-20:00</p> <p>Sat- Sun: 20:00-08:00</p> <p>Official Holidays: 08:00-20:00</p> <p>Official Holidays: 20:00-08:00</p>	<p>Attica & Thessaloniki</p> <p>Adj. Counties</p> <p>Islands</p> <p>Rest of Greece & Crete</p>	<p>4 hours</p> <p>Next Business Day</p> <p>Schedule Visit (within the next 2 days)</p>

Points of presence PSP

For more Information about **Technical Support Units**, please contact one of our specialized Account Managers at **211-2002900**, or visit our website at **www.psp.gr**