PSP
Telecom & Networking

Presentation

ANDTEK
BRONZE PARTNER

❑ **Professional Service Partners (PSP),** with its people centered communication message *"People Supporting People",* belongs to a new generation of companies providing **integrated services** in the **modern technology** field.

❑ 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".**

❑ **PSP** was founded in **2005** by a group of individuals with a modern perception and lengthy experience in **Network Communications** and **Information Systems Support**.

❑ Based 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.**

❑ Since its foundation, **PSP** has specialized in the provision of **telecommunication services at central infrastructures levels and technical support services both for corporate as well as residential clients from big telecommunication providers** in the country. It has earned their trust and has managed to rapidly develop its figures, with an average annual development index of **over 30%.**

❑ From the total of **100 people**, 30 are responsible for administrative duties and commercial competences and 70 are involved in the Technical Division (Network technicians, Network engineers, Back Office agents and dispatchers, Customer Support Agents).

❑ **Today PSP** can be proud because it has a **leading** position in the **network integrators** and **outsourcers market** and the future lies ahead...

Our Vision:

To evolve dynamically while maintaining our human perspective.

Our Mission:

To provide innovative solutions and services in the area of modern technology, in order to keep up with contemporary challenges.

People Supporting People

Our Key Objective:

To be constantly in close contact with our customers and offer professional services and innovative solutions, always responding to their vision and their business requirements and demands.

2005

L.Chronopoulos GPC, later known as PSP, is established. It is primarily involved in supporting corporate customers of alternative telecommunications providers.

2006

PSP is applying an extensive monitoring system for large scale visitation of private costumers that have chosen an alternative provider for their stable line telecommunication.

2007

PSP develops a GIS system for Real Time monitoring of daily activities and tasks.
The system offers the possibility to monitor up to 1000 activities daily.

2008

PSP triples its finances and personnel. It supports large scale networking facilities and UC systems. PSP is awarded Cisco Premier Partnership and acquires Quality Assurance System certified by ISO 9001:2000.
The company changes its legal profile from GPC to SA, with the simultaneous increase of its shares capital and the participation of new share holders.

2009

The Sales Department of PSP starts its operation with main responsibility the direct sales to business customers.

By the end of the year the results are very satisfying with high profit.

2010

The administration of PSP transfers to new modern offices in Nea Halkidona.
The company builds new strategic partnerships with worldwide ventors in the fields of Security, Storage, UC.
It also creates and designs new solutions and services.

Strategic Partnerships

PSP has developed strategic partnerships with leading international **vendors**, offering integrated solutions supporting IT infrastructure and telecommunications such as the following access technologies: **ADSL, WiFi, WiMAX, MetroEthernet, / Aggregation/Core Networks, Data Center Facilities – Next Generation Networks.**

- ❖ **CISCO SYSTEMS PREMIER CERTIFIED PARTNERS**
  - ❖ *ADVANCED CISCO UNIFIED COMMUNICATIONS*
  - ❖ *ADVANCED CISCO SECURITY*
  - ❖ *ADVANCED CISCO ROUTING AND SWITCHING*
  - ❖ *ADVANCED CISCO WIRELESS LAN*

- ❖ **ANDTEK BRONZE PARTNER**
- ❖ **JUNIPER NETWORKS**
- ❖ **SIEMENS APPROVED PARTNER**
- ❖ **ENTERASYS**
- ❖ **MICROSOT   ONLINE   SERVICES PARTNER**
- ❖ **NETAPP SILVER PARTNER**
- ❖ **WATCHGUARD**
- ❖ **BARRACUDA**
- ❖ **CHECKPOINT**

- ❖ **SCHNEIDER ELECTRIC**
- ❖ **PANDUIT**
- ❖ **DURATEL**
- ❖ **LG**
- ❖ **FUJITSU SELECT PARTNER**
- ❖ **DELL**
- ❖ **HEWLETT PACKARD**
- ❖ **ANOTO**

ANDTEK is **Preferred Solution Developer** in the Cisco Developer Network Program and attends the **Industry Solutions Partner Network** to deliver vertical solutions: Financial, Government, Healthcare, Hospitality, Real Estate, Manufacturing, Education.

As **Cisco Developer Network partner**, **ANDTEK** (www.andtek.com) delivers business applications enabling you to fully leverage your unified communications network and also creates **customized solutions** to fit your requirements.

Especially **ANDTEK** creates software solutions for the IP communication sector to companies all over the world. Based on a longstanding development experience, the company has a wide spectrum of field-tested software solutions available and delivers applications for your voice and data network, providing better employee collaboration, business process integration and enhanced customer service.

PSP is a certified **Bronze Partner of ANDTEK**. As a **Bronze Partner, PSP** is authorized to offer and distribute **ANDTEK'S** products and high quality IT-Software solutions to her end customers.

PSP also provides first level support for **ANDTEK** products to her end customers.

In order to reach a high level of customer satisfaction, **PSP** has an **ANDTEK-Certified Employee** concerning **ANDTEK** products and sale procedures.

PSP Telecom & Networking

ANDTEK
We Love Communications

SOLUTIONS

Computer Telephony
- Control Phones
- Outlook integration
- Click to dial

Advanced Services
- Announcements
- Conferencing
- Callback

Mobile Business Applications
- Corporate Callback
- Secure Mobile Access
- Corporate Directory Integration

Security Recording
- Voice Recording
- IP Phone Security
- Silent Monitoring

CISCO PARTNER
Premier Certified

ANDTEK
BRONZE PARTNER

Approved Partner
Siemens Enterprise Communications
SIEMENS
Open Communications – Small/Medium Enterprise Systems

NetApp
Silver Partner

Microsoft Partner Network
Cloud Power

AND Phone Application Server (APAS)

The **AND Phone Application Server (APAS)** is the control center for all services offered. AND Phone applications can be run on standard industry servers and the AND Phone Application Server software is delivered including the operating system. High availability is available for system critical environments.

The AND Phone software can be delivered preinstalled as appliance or as software package to be installed on customer servers. Additionally you have the option to run it in virtualized environments.


AND Phone Software- Modules

The **AND Phone software – modules** are based on the AND Phone Application Server and delivers communications services for the corporate network. Depending on the services required you select the appropriate modules. Therefore it is possible to build a system where only required services are installed which offers a cost effective and high performance solution
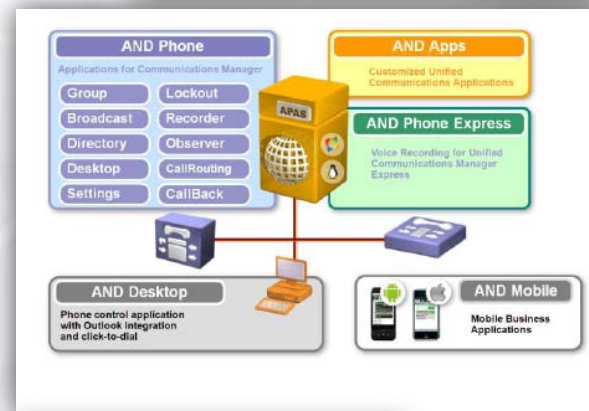
High availability

High availability requires two servers of the same type, where one server is active and the other server operates as hot standby server.

Both servers need to be in the same IP network.
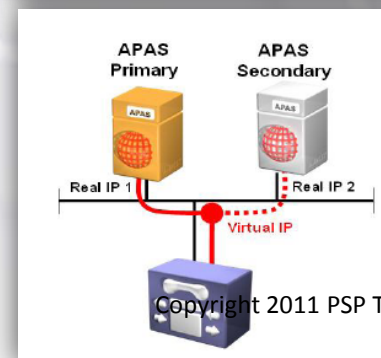
AND Phone Lockout – Secure your IP Phones and Prevent Misuse

AND Phone Lockout gives users the option to lock/unlock phones and prevent misuse. Locked phones have access to restricted services only (e.g. emergency numbers or security). Additionally the call information on the Cisco IP phones (missed calls, placed calls) are removed to protect the privacy of the users. Incoming calls can be even received for locked phones.

The usage of the service is completely **phone based** and easy for the end users, so no additional training is required.

AND Phone Lockout allows locking IP phones which limits the scope of numbers to call.

Unlocking the phones is done simply by entering a global or individual PIN.

The Lockout module can be used as a standalone service or in combination with the extension mobility feature of the Call Manager. This flexibility allows complex voice security policies.

Additionally the service removes temporary call information entries from the directory to confirm with privacy restrictions in high secure environments.

KEY BENEFITS

► Prevent IP Phone Misuse
► Easy to Operate for Users
► Ensure Confidentiality
► Locked Phones still Receive Calls
► Works also with Extension Mobility
► Centralized PIN Storage
► Multiple Authentication Options

Features

❑**Locking** and **unlocking** of Cisco IP phones

❑**Definition** of the functionality after locking the phone

❑Definition of **global or individual** PINs

❑Usage in combination with **extension mobility** possible

❑**Removes private call information** after the phone is locked (optional)

❑**Information** about the state of phones (locked/unlocked)

❑**Incoming calls** on locked phones possible

❑Common **web based interface** for administration

❑**Enhanced privacy**

❑**Easy** Usage

❑**Interoperable** with Cisco Call Manager Ext. Mobility

System requirements

❑Call Manager 4.0 or higher

❑Windows 2000 Server (for windows version only)

❑MSDE2000 or MSSQL2000 (for windows Version only)

❑AND Phone Base

Supported IP Phones

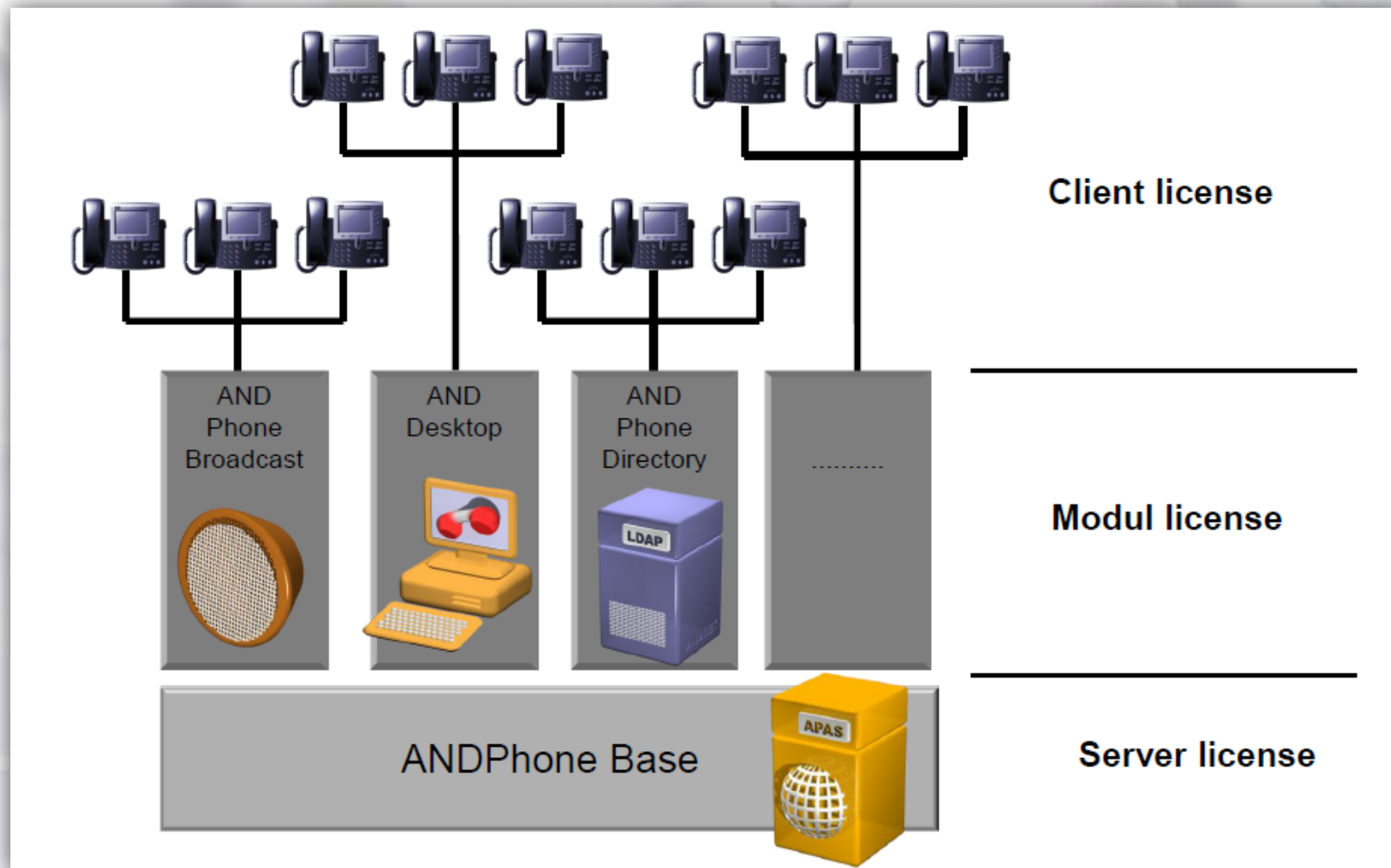❑Cisco IP Phone 7911 / 7912G

❑Cisco IP Phone 7920 / 7921

❑Cisco IP Phone 7940 / 7941 / 7942 / 7945

❑Cisco IP Phone 7960 / 7961 / 7962 / 7965

❑Cisco 7970 / 7971 / 7972 / 7975, IP Communicator

- **Multi-level** administration
- **Password protected** access within multilevel administration
- **Centralized management** of all AND Phone modules
- Users and PINs can be **managed locally**
- Users and PINs can be **derived** from Call Manager
- External PINs can be **retrieved** from LDAP directory
- **Integration** to existing Communications Manager deployment
- **Common** usernames and PINs can be used
- **Existing LDAP server** can be used for authentication
- Works in conjunction with **extension Mobility**
- **Lockout** of Extension Mobility users possible
- **Common PIN** available for both services
- Option to **delete missed/received** calls automatically
- **Limited access** to other AND Phone services if phone is locked

3-level model

Client license

AND Phone Broadcast

AND Desktop

AND Phone Directory

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Modul license

ANDPhone Base

Server license

Professional software in your communications network requires support and software update services to keep your environment up-to-date and make sure that critical communication components are ready for operation.

ANDTEK software is part of your corporate IT infrastructure and we support our partners with communications know-how and support services.

Our partners are trained for our solutions and deliver support whenever required. Partners have access to our support and software update services, our training and professional services as well development services.

ANDTEK Online and Phone Support

The **ANDTEK Support Center (ASC)** is available during the agreed support times and helps to solve questions regarding our solutions by phone or email.

Depending on your specific requirements there are different types of support available – even **24/7 for highly demanding environments**.

ANDTEK Software Update Services

Software update services make sure that you have access to the latest ANDTEK software and we deliver you minor and major updates during the runtime of the update services.

Therefore you are getting the **latest releases** with new features and functionalities – not to forget with support for the latest network components.

Since its foundation in 2005, **PSP** has won the respect and interest of the big Greek Telecommunication Providers for the high quality of the services it provides by applying perseverance and a specific strategy.

In **2009** the company's **Commercial Department** whereby the main aim was direct sales to medium and big companies in the wider field of Private and Public Sector businesses.

The Sales Department comprises of senior account managers, specialized in each client category.

Telecom Providers

Business Customers

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