



Telecom & Networking

People
Supporting
People







Telecom & Networking

Professional Service Partners (PSP) was founded in **2003** by people with extensive experience in network communications and information support systems.

Based in Athens, the company has support centers strategically located throughout Greece and makes continuous investments in human resources. Its primary business activity is information services, telecommunications and networking.

Since its establishment, the company has specialized in providing installation services to large telecommunication providers in Greece. It has won their trust which has resulted in its rapid growth; its average annual growth rate is more than 30%.

All of **PSP's** proposals and actions are governed by the fundamental principles of its **philosophy**:

- **Excellent service and complete customer - partner satisfaction** which very simply means efficiency and consistency in what is planned and decided jointly.
- **Human relationships** that create the foundation for mutual trust and cooperation with customers.
- **Commitment to high-quality services offered**, so that customers feel completely satisfied and secure
- **Constant diligence** for improvement in all areas of activity.

The comparative advantages of **PSP** result from the **principle of satisfying** the **real needs** of our customers and are:

- The **integrated management of field operations (Unified FSM)**
- Our **highly trained** and **skilled** technical personnel throughout Greece
- The **full understanding** of the challenges of the business environment and market needs
- The **capable** and **efficient** management structure.

The **Key objective** of **PSP** is to be permanently close to its customers and offer services and solutions in a professional manner, always responding to their vision and business requirements and needs.

“In time, in budget, in quality”

The main **strategy** of the company **is summarized as**:

- **Identifying** customers' essential needs and requirements
- **Planning** and **proposing** solutions quickly
- **Implementing** projects at minimum cost and with maximum impact.

The experience and highly-trained staff are the main reasons that **PSP** today holds a **leading** position in the **network integrators** and **outsourcers** market, providing a work environment that is conducive to quality and healthy human relationships.



Unified Field Service Management

LEADERSHIP

PSP constantly invests in modern technology and functional integration.

ERP & CRM

BULK AND AD-HOC TASK MANAGEMENT

PROJECT MANAGEMENT

PREDICTIVE PLANNING SYSTEM

SMART SCHEDULING AGENT

REAL TIME DISPATCHING

INTERACTIVE MOBILE SERVICES

GPS TRACKING & FLEET MANAGEMENT

DIGITAL PEN – WORK FLOW AUTOMATION & DOCUMENT MANAGEMENT

GIS (GEOLOCATION & ROUTING)

ADVANCED INTEGRATED COMMUNICATION PLATFORM

Through its **integrated management of field operations (Unified FSM)**, **PSP** now handles a large volume of requests (hundreds of visits daily throughout Greece) but always making certain that it differentiates each request, while maintaining consistency in the quality of the results.

The support group (back office agents and dispatchers), call center, and project & resource managers, monitor in real time in order to dispatch and directly support field staff.

Briefing is done automatically and in real time (**real time interactive communication**) with direct and secure access to **PSP** systems by customers.

Connectivity to any heterogeneous back office systems (CRM, ERP) is possible, in order to achieve optimal communication between the company and its partners, thereby maximizing control, efficiency and productivity.

Through integrated field operations management (**Unified FSM**), **PSP** can:

- **Successfully manage** facilities and services
- **Support** systems and equipment
- **Interactively communicate (interactive communication)** with its partners
- **Improve** productivity and control costs
- **Intelligently schedule** the assignment of projects
- **Increase** and **ensure** the quality of services offered to the customer
- **Automate** document management
- **Flexibly adjust** to the volume of business generated each time.

SERVICES- AREAS OF OPERATION

With its people-oriented approach, **PSP** has designed and offers its customers a wide range of services, both to the **Telecommunications** industry and medium-sized and large companies in the broader **Private Sector**.

Within this framework, the range of **Solutions** and **Services** offered by **PSP** include:

TELECOM SERVICES (OUTSOURCING)

PSP supports all telecommunication providers in Greece

Undertakes complete projects for telecommunications providers

- A) **Central infrastructure** services
- B) **Design and implementation** of solutions for corporate customers

Supports corporate and private customers by

- A) **Installing and configuring** telecommunications equipment
- B) **Interconnecting and repairing** any malfunctions in telecommunications infrastructure and equipment

ENTERPRISE INTEGRATED SOLUTIONS

TECHNICAL SUPPORT SERVICES

These services are for both **telecommunications equipment** and **information systems** and include the following:

- Providing **Technical support** services at the customer's premises (**On Site Service**)
- **Remote support, management and supervision** of information systems and network infrastructure (**Remote Monitoring and Support**)
- **Preventive maintenance** of equipment
- **Ensuring** optimal efficiency of the infrastructure
- **IT Services Outsourcing.**

PSP can provide technical support either **on call**, or with **maintenance and support contracts**.

Customer Support Services

- Submission of request via a computer
- Submission of requests via the telephone
- Electronically monitor the progress of past requests

TELECOMMUNICATIONS INFRASTRUCTURE SERVICES AND INFORMATION

- **Design and infrastructure solutions** in accordance with international certification standards
- **Design and installation** of a structured cabling network
- **Supply and configuration** of network equipment
- **Supply, installation and customization** of information systems
- **Expansion of and upgrading** the existing company network
- **Unified Communications** (IP Telephony)
- Data Management - **Storage Networking**
- **Wireless Networking**
- **Optical Networking**

CONSULTING

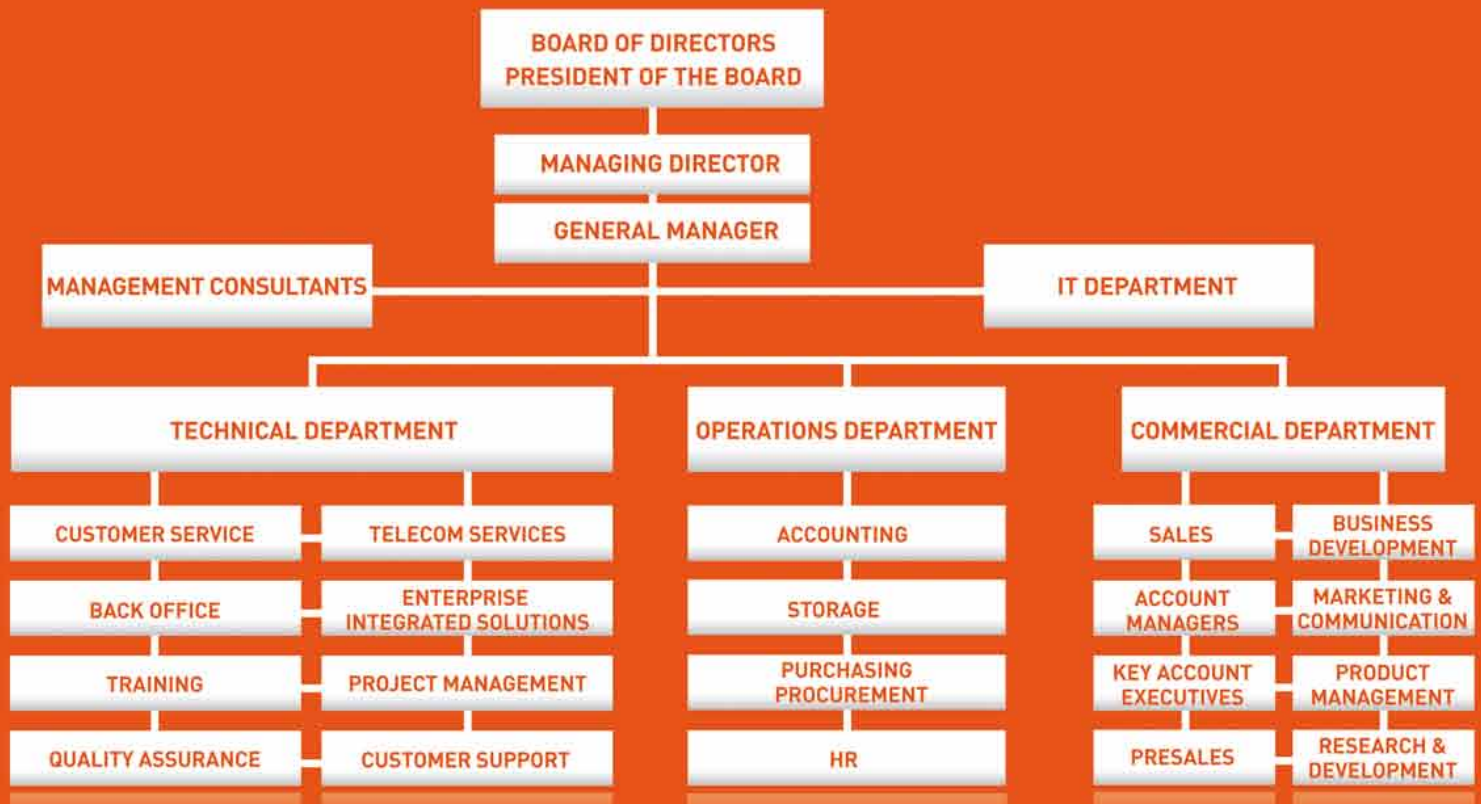
- **Provide consulting services** and design & install networks
- **Redesign** the existing infrastructure and/or facilities
- **Design and develop** a security network installations policy
- **Design, implement and support** integrated business solutions data on time and within projected costs

TRAINING SERVICES

- **PSP's specialized instructors** will train the client's required staff



ORGANIZATION INFRASTRUCTURE



HUMAN RESOURCES

PSP always invests in both management and specialized technical personnel so as to adapt itself to any objective.

All **PSP** engineers are experienced, certified and well-equipped to work in their respective fields.

“Senior Engineers” are certified with many professional certifications (Cisco Professional Level Certifications - CCNP CCSP-CCVP-CCIP-CCDP, MSCE) and specializations.

PSP Network Engineers have visited facilities and encountered failures in environments with Cisco routers, switches, firewalls, call manager and call manager express thousands of times.

PSP Network Technicians are fully trained because seminars take place within the company which allows them to acquire sufficient theoretical and practical experience in real conditions before work for clients is assigned to them.

PSP covers projects every day throughout the country through its headquarters in **Athens** and **Thessaloniki**, in conjunction with local offices **in all major Greek cities**.

In order to implement any projects, the company employs about **100** people (end of 2009), of which

- **20** are managers
- **80** are employed in the Services Department.

PSP has a fully-trained in-house staff throughout Greece; it **does not employ subcontractors**.





QUALITY ASSURANCE SYSTEM



PSP has designed, installed and maintains a **Quality Assurance System** certified by **ISO 9001:2000**

For this reason **PSP** can guarantee the integrity of the services offered to:

- **Digital subscription** line facilities
- **Inspect** and **replace** unbundled local loops and 3-play services
- **Plan, develop** and **technically support** integrated wires and wireless network solutions based on **Cisco** design solutions for routing, transit, security, telephony and wireless networks.

PSP is covered **civil liability insurance for third parties** for all risks incurred by wire-installation works, wireless networks and their equipment.

STRATEGIC PARTNERSHIPS

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

■ CISCO SYSTEMS PREMIER CERTIFIED PARTNERS

ADVANCED UNIFIED COMMUNICATIONS
ADVANCED SECURITY
ADVANCED ROUTING AND SWITCHING
ADVANCED WIRELESS LAN



■ HEWLETT PACKARD

■ JUNIPER NETWORKS

■ SIEMENS

■ MICROSOFT

■ SCHNEIDER ELECTRIC

■ PANDUIT

■ ANOTO

■ DURATEL



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