

First Line Maintenance and Remote Hands Services



Epsilon Solutions
Reliable Engineering Services

Technical Support for Service Providers



Carriers who work on an international level are facing the challenge to maintain and repair their facilities to guarantee the uptime and service levels required in a highly competitive market. A 24/7 staff presence is not commercially viable, especially in remote points of presence where only limited technical equipment is located and faults or works occur rarely, not daily.

When these incidences occur, a Carrier needs to have a support agreement in place in case of an outage to reinstate the service as soon as possible. These services require a wide range of skills and experience from the suppliers who ideally understand the operational side of Carriers, making Epsilon an ideal choice due to its experience and being an operator itself.

First Line Maintenance

Epsilon is able to provide the client with a suitable package tailored towards the setup of the facility and the required system availability. The First Line Maintenance portfolio can include the following components:

SLA based stand by organisation, On-site maintenance, Network monitoring, Spare parts handling, System integration services.

Once the commercial agreements are completed, Epsilon will perform a site survey with

the client to establish the status quo or the facility and make itself familiar with the site. Epsilon staff will be on the permanent access list to allow immediate access to the site whenever required.

Epsilon engineers will be equipped with the following minimum toolkit to perform the tasks expected on site:

Laptop PC, Optical power meter and Patch leads, Electrical power meter, Optical cleaning kit and a Telecoms hand tool kit.



Remote Hands Services

Epsilon will undertake such tasks as required by the client and in accordance to the agreed scope of works. The Remote Hands Services are available on short notice but require reasonable

planning time in advance depending on the scale of the project or works. The following tasks are part of the RH offering but additional services are available subject to agreement with Epsilon.

- *Cabling and patching*
- *Labeling*
- *Loopback testing*
- *Installation of cards and equipment*
- *Installation of power supplies*

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If you wish to find out more about Epsilon's services and solutions or have any further queries please do not hesitate contact your Epsilon Business Manager or the Epsilon Sales Team.
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