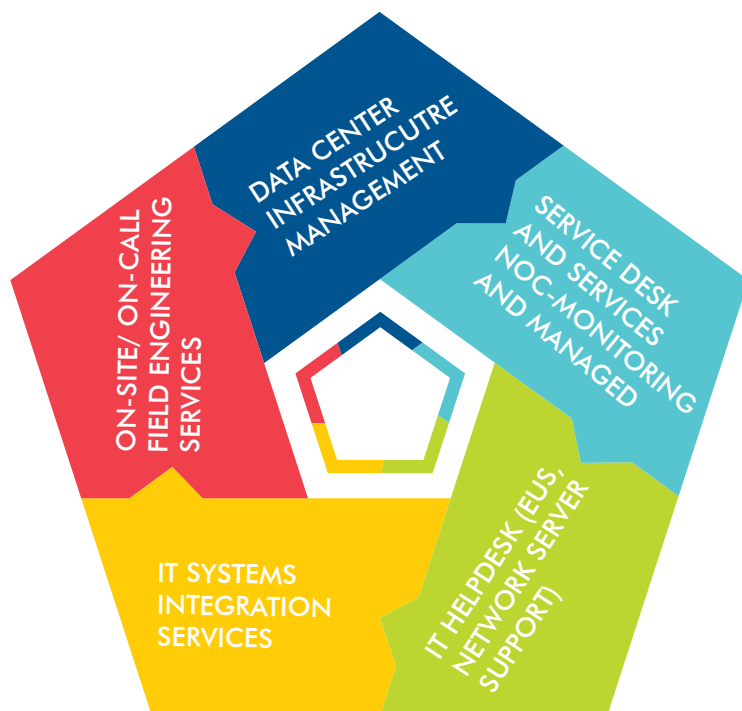


**MANAGED**  
SERVICES PROVIDER

**iSON**  
TECHNOLOGIES

iSON Technologies, a Pan-African systems integrator, managed service provider and strategic outsourcing player providing end-to-end IT services and solutions across the continent with an on the ground presence in 26 countries, in Africa, Middle East and ASEAN region. iSON's Managed IT Services program provides seamless IT management and support to your growing businesses. Utilizing ITIL and COBIT5 framework for providing managed IT services, provide a range of proactive services to keep your computer systems up and running and your people and business productive.



iSON Technologies offers comprehensive network management solutions with a single point of responsibility. iSON services enable a secure and highly scalable network with significantly lower risk and complexity of network management. Proactive monitoring of the customer network and guaranteed SLAs address the connectivity, manageability and accountability needs



## SERVICES OFFERED

- IP Deployment Services (IP MPLS/ IP RAN)
- Wi-Fi Hotspot - 3G offload
- SDH
- DWDM install, Fiber Characterization
- Network Workstation, Server Management

## IPMPLS

- First Line Preventive Maintenance (FLPM)
- First Line Corrective Maintenance (FLCM)
- Fulfilment Service
- First Line Maintenance Reporting (FLMR)
- Spares Management and Logistics in Countries
- Resources and Training
- Installation and Commissioning of RAN Devices
- Spare Part Management / Logistics
- Installations of jumpers and patch cords
- Scheduling & dispatch of field force

## IP RAN SERVICES

- Installation and Commissioning of RAN Devices.
- Spare Part Management / Logistics
- Scheduling & dispatch of Field force

## WI-FI SERVICES

- Site Survey
- Installation and Commissioning
- Operate and Manage

## SDH AND DWDM

- Site Survey
- Installation and Commissioning
- Stand-alone Acceptance
- Migration

## DWDM FIBER CHARACTERIZATION

- Develop the plan for fiber analysis
- Measure the fiber characteristics according to the plan
- Execute Fiber Optic characterization measurements per test plan
- Perform Fiber span connector end-face quality inspection
- Measure Optical loss allowing for the determination of absolute fiber attenuation and guarantees fiber continuity; verification of the link budget and the validation of proposed transmission levels
- Measure bi-directional OTDR and loss values on the Outside Plant (OSP) fiber, and continuity data captured at the equipment-specific Optical Distribution Frame (ODF) allowing for the determination of span length, span loss, and fiber event identification with location, loss and reflectance data

## NETWORK WORKSTATION AND SERVER MANAGEMENT:

- Intricate understanding of Africa / India NWSM Process / Environment Established relationship with Tier 1 Telcos' and Service Providers
- Large pool of certified and competent resources
- Local manpower in Africa and India company; able to optimize costs as compared to other MNCs in similar space
- KEDB – knowledge base creation
- End User awareness programs – IT clinic, IT forums / open house



### NETWORK MANAGEMENT

- Enterprise Network Support (LAN, WAN, Wi-Fi, Routers, Switches, Firewalls etc.)
- Enterprise IT Security
- IP Address Management



### WORKSTATION MANAGEMENT

- Helpdesk and Desk side
- Support Services
- Asset Management Services
- VIP Support
- Endpoint Protection
- Centralized Service Desk
- Vendor Co-ordination
- Reporting



### ONSITE SERVER MANAGEMENT

- Onsite Server System Operations
- Server backup and Recovery
- Security Health Check
- Patch Management

# OUR SUCCESS STORY

ISON PROVIDED A 3G OPERATOR WITH RESOURCES TO HANDLE REQUIRED REQUESTS AND TASKS WITHIN DESIGNATED REQUIREMENTS FOR EFFICIENCY



## OPERATIONAL OVERVIEW

- 12x5 daytime support
- 24x7 critical IT infrastructure support
- 3 regions, 17 countries, 46 locations 7,000 end users
- End user device, network & security, server & storage systems, client apps
- Centralised helpdesk: English & French



## CLIENT CHALLENGES

- High operational costs
- Multi-location and multi-lingual support
- Low operational efficiency
- Varied workforce and diversified technology devices



## iSON SOLUTION

- Deployed over 100 NWSM + 18 Help Desk Resources across Africa on a Hub based competency model
- Handling monthly ticket volume of 10,000+
- SLA based delivery model



## IMPACT

- Standardized desktop environment for varied and diversified technology and workforce support
- TAT: 90 % within 8 hours, 90% IMAC within 3 business days
- Reduced operational costs and increased operational efficiency

## SOLUTION COMPOSITION

### SERVICE PROVIDER



### PARTNERING SERVICE PROVIDER

### iSON

### SOLUTION CONTRIBUTION



- Employee desk-side support (hardware & software)
- Enterprise application support (mail, print, active directory, ERP, etc.)
- Enterprise network support (LAN, WAN, Wi-Fi, routers, switches, firewalls etc.)
- Enterprise IT security
- IBM took care of all NWSM CAPEX and supported service provider on OPEX model

- Deployed over 100 FTE's + 18 help desk resources across Africa on a hub-based competency model
- East Anglophone hub: Kenya
- West Anglophone hub: Nigeria
- Francophone hub: DRC
- 3 Hubs: network L3, server L3, project mgmt, exchange server SME
- 17 Spokes – L1/L2 network, server, helpdesk and desk-side support



INNOVATE  
ENABLE  
ACCELERATE

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