



// ...the overall objective is to have a systematic and programmed method of testing the physical plant to correct problems before they become failures in the network. //

Campus Telephony

We provide ISP and OSP operations, maintenance and management

SIM&S currently provides Campus Telephony services to government and commercial customers. Our target range is mid to large sized campuses. We provide O&M services in the following areas:

- Inside/outside plant
- PBX and central office switches
- VoIP and data/voice network management
- Engineering services

As the telephone company on your campus we will provide dial tone and/or Internet access to the desktop.

SITE MANAGEMENT

Experience teaches us that many variables can negatively impact the efficient operation of any telecommunication system. **That's why our overall site management plans are based on proven plans already in use.** Our plans include contingencies for events such as inclement weather and personnel absences.

INSIDE PLANT

We manage and perform all administrative and O&M functions, translations, software modifications, patches, line and trunk feature additions and maintenance routines required supporting telephone switching equipment and voice mail systems. Our demonstrated experience in providing inside plant O&M includes communication lines, trunking, cabling and switching systems located in the Dial Central Office (DCO); Remote Switching Centers; Remote Line Control Modules; access nodes external to the DCO; and cabling from point of entry through the Main Distribution Frame to the switching equipment.

Our preventive maintenance services encompass industry best practices. This includes coordination with original equipment manufacturers, local telephone companies, or other service providers for testing, repair, or restoration of services.

CUSTOMER SERVICE AND WORK REQUESTS

SIM&S specializes in designing and operating information technology (IT) Help Desk systems and has past performance with government

and commercial customers, such as Verizon, BellSouth, U.S. Postal Service, Army National Guard, FORSCOM, and NASA. To facilitate cost savings and increase productivity, we routinely use in-house tools to automate the workflow process.

SIM&S provides full-up telecommunications Help Desk services. We order and program cell phones, PDAs and pagers. We timestamp and process work order requests for all moves, adds and changes. We conduct customer surveys, record and analyze the results, report the metrics, and use this data to continuously improve our performance.

OUTSIDE PLANT (CABLE)

SIM&S has experience providing all outside plant (cable) O&M. We perform maintenance associated with the operation, service, installation, and relocation or removal of communication cable including all voice, video, data and circuits on the cable. We minimize failures in the operational plant through an aggressive audit program of test and action: the overall objective is to have a systematic and programmed method of testing the physical plant to correct problems before they become failures in the network.



TELEPHONE SWITCH OPERATIONS

SIM&S manages and operates switchboards in secure and non-secure environments. Our technical expertise in telephone switchboard operations includes:

1. Providing morale call service for overseas callers
2. Maintaining and providing directory information services
3. Responding to local telephone system failures and incidents
4. Maintaining telephone incidence logs
5. Performing preventive maintenance and upgrades on switchboard consoles and associated infrastructure