



# Our SOS workplace means a security for your networks and devices

Are you looking for easy access to failure reporting? Do you need to monitor the progress of your reported failure by using the web interface? Do you want to have a high-quality service by high-qualified employees in our business? Do you have nobody to carry out preventive inspections of the equipment? Do you own communication networks and do you need to ensure "mandatory statement" to these networks?

**SOS EMERGENCY SERVICE**



## SITEL SOS emergency service

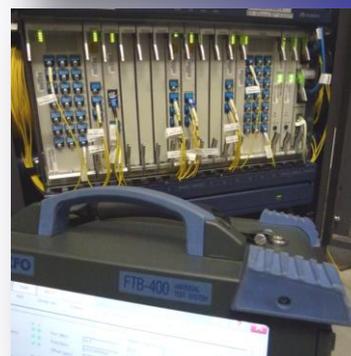
SITEL offers for its customers not only the design and construction of communication networks, but it also has been taking care of its customers' networks since 1998 in the frame of ensuring of comprehensive services. The **SITEL SOS (SITEL OnLine Service)** service offers a central control and on-going emergency service. The control room workers communicate with customers in both Czech and English. According to needs of customers, it is also possible to create emergency service warehouses with a specific spare parts structure according to needs of individual customers. It is of course a matter to ensure regular training of employees in accordance with legal requirements and knowledge of service technologies and networks.

- ➔ the service is provided continuously, mode 365/7/24
- ➔ control and emergency staff
- ➔ all communications devices for all network level technologies
- ➔ we also provide support systems (power supply, air conditioning...)
- ➔ coverage in the Czech Republic: Prague central and premises Brno, Zlín, Ostrava, Hradec Králové, Ústí nad Labem, Plzeň, Tábor
- ➔ coverage abroad: Slovakia, Hungary, Germany, Poland, Austria

**The Control room** receives a service intervention report, it is organizationally responsible for its implementation and management, maintains documentation on the progress and termination of the intervention. It communicates with customers and service technicians. The workplace also provides continuous supervision and control over the networks and related auxiliary equipment. Customer has an ability to enter service requests and track the progress of its solution through the web interface. Information and communication technologies have ensured **services of intervention and maintenance** and services using the know-how to ensure the configuration or re-configuration of the technology. The control equipment is equipped with adequate technical components, including measuring and computer technology, transport and communication equipment. The transmission technology service is focused on optical transmission lines, transmission technologies, IP technologies and microwave wireless networks, including works at heights.

**Support system service** for complex care is undoubtedly included. It is configured according to the device producer's service recommendations. It is about providing replacement power and cooling (aggregates from 1kW to 16kW), service of feeders and rectifiers, battery care, where also load and conductivity tests of station battery cells are performed. The services are also complemented by preventive inspections of customer facilities and locations, as well as inventory and records of related property. We also provide security and fire protection systems.

**Transmission lines** are an integral part of every communication network and therefore there is a need for continuous surveillance and emergency service here. It is a service of metallic and optical cables, their accessories and related security features. Basic measurements on metallic cables include all common DC and AC measurements as well as measurement of capacitance imbalances.



On optical cables, OTDR optical attenuation measurement, direct method and chromatic dispersion.

**For preventive care, we also provide visual checks for cable lines and geodetic equipment and services.**