

ITBS Professional Services



Professional Services Offering

Group	Service	Description
Mass-Move and Relocation Services	PBX System Updates	PBX System and Station Configuration Migration Support
	VM System Updates	VM System and Mailbox Configuration Migration Support
	CDR Application Updates	CDR System and Station Rate Charges Migration Support
	e911 Application Updates	e911 Application and Location Hierarchy Migration Support
	Business Continuity Updates	Business Continuity Application Configuration Support
	Directory Application Updates	Directory Application Configuration & Migration Support
Network System and Application Analysis	Site Profile Overview	Site Profile Definition and Analysis Documentation Support
	Hierarchy Definition	Expense and Location Hierarchy Documentation Support
	System Profiles	Voice and Data Network Systems Documentation Support
	Application Profiles	Voice and Data Network Applications Documentation Support
	MAC Process Definitions	Voice and Data MAC Process Documentation Support
	Process Workflow Diagrams	Administration Process Workflow Documentation Support
	MAC Activity History Review	VMAC and DMAC Activity Counts and History Reports
	Metrics and SLA Review	VMAC and DMAC Metrics-Level and SLA History Reports
	Carrier Profiles	Carrier Configuration and Escalation Documentation Support
Trunk Profiles and Diagrams	Trunk Profiles and Configuration Documentation Support	
Centralized Administration Service Center Services	Business Impact Analysis	Business Impact Analysis for Centralized Administration
	Plan Design and Development	Service Center Logistics and Configuration Design Support
	Implementation Support	Service Center Implementation Project Management
	Process Documentation	Service Center Service and Incident Process Documentation
	Escalation Procedures	Service Center Escalation Procedure & Process Documentation
	Roles & Responsibilities	Roles & Responsibilities Definition and Documentation
	Administration Tools	Admin Tools Setup, Configuration, and Training Support
	Documentation Maintenance	Service Center Documentation Maintenance Support
Business Continuity and Disaster Recovery Services	Business Impact Analysis	Business Impact Analysis for Business Continuity Planning
	Entity & Role Definition	B/C & D/R Entity Identification and Role Definition
	Plan Design & Development	B/C & D/R Contingency Plan Design and Development
	Implementation Support	B/C & D/R Implementation Project Management
	Documentation Support	B/C & D/R Procedure and Reference Documentation
	Testing Plan and Support	B/C & D/R Procedure and Preparedness Testing
	System Updates Support	B/C & D/R Update Support for all Affected Systems
	Application Updates Support	B/C & D/R Update Support for all Affected Applications
	Follow-Me Set-Up Support	B/C & D/R "Follow-Me" Carrier Configuration Support
	Documentation Maintenance	B/C & D/R Documentation Maintenance Support
e911 Services	Business Impact Analysis	Business Impact Analysis for e911 Planning
	Corporate Compliance Support	Rules and Regulations Compliance Analysis and Support
	Location Hierarchy Support	Planning and Impact Analysis Support
	Location Hierarchy Updates	Update Support for Corporate-Wide Systems and Apps
	Location Hierarchy Labeling	Wire, Jack, and Workstation Labeling Support
	Application Support	Application Installation, Configuration, and Update Support
	Testing Support	Periodic Compliance and Adherence Testing Support
	Documentation Maintenance	e911 Administration Documentation Maintenance Support

ITBS' Professional Services Staff has 150+ years of cumulative experience specifically with-in the Telecommunications Industry, to include:

- Project Management
- Documentation
- Analysis
- Design & Development
- Implementation
- Testing
- Regulation Compliance
- Quality & Assurance
- Document Management
- BPM and BPR
- Provisioning
- Administration

Strategically combining "Best-Practice" processes and methods with advanced technology tools enables ITBS' staff to provide our customers these services in the most efficient and effective manner.

Further, our experience spreads across all major Enterprise-Class Telecom systems, apps, products, and platforms to include – but not limited to:

- Avaya
- Lucent
- Nortel
- Cisco
- Siemens

24 / 7 / 365 Tech Support Available

In addition to our commitment to excellence, each service performed is backed by our 100% satisfaction guarantee.

FOR MORE INFORMATION

Visit ITBS' Website at:
www.itbs2000.com

To Have an ITBS representative contact you, please e-mail info@itbs2000.com or call 24-Hours (860) 796-1540.

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