

NSGDatacom

Professional Services

Implementation Services

Successful implementations are the result of careful planning and coordinated execution. NSG Network Implementation Services are provided by a team of experts that will help ensure the proper network design, configure all network components to meet your specific design objective, professionally install all NSG hardware and software and test your applications to ensure that all elements perform the way that you expect.

Program Management

For large networks that require a single interface to properly coordinate and execute a comprehensive and complex implementation plan, a Program Manager will be assigned to your account. The Program Manager formulates and executes a network implementation plan, which is produced in coordination with our network operations and planning staffs, and guides team members through the complex tasks of network implementation.


Extended program management assistance is available for longer term programs that may require a person dedicated to your physical location.

Installation Plan

To ensure that your installation is properly coordinated and all parties fully understand their responsibilities, NSG will provide you with an Installation Agreement that confirms the physical locations, dates, and responsibilities. Normally a ten business day advanced notice is required to ensure the proper coordination of all resources. Larger worldwide multiple site networks may require up to 45 days advance notice.

Site Surveys

Site surveys can be used to ensure that the physical requirements (at the location where equipment is to be installed) are properly prepared, eliminating any unnecessary delays at the time of installation. Site surveys, if requested, are conducted by NSG or NSG-approved third party personnel. In most cases site surveys are recommended at larger sites in the network to ensure that database configuration and product installations are completed efficiently.



- *Implementation Services*
- *On-site Network Evaluation Service*
- *Network Management and Monitoring Service*
- *Technical Education*

Network Management and Monitoring

Our network management services encompass all our customers potential needs; including management of resource accessibility, support for a variety of multi-vendor products, and remote monitoring of servers, internetworking devices and network segments.

Overview of services:

- State-of-the-art network monitoring and proactive management service for fast problem resolution and optimized network performance
- Your network is electronically linked to NSGDatacom On-line Support Center for continuous real-time monitoring
- High-priority proactive problem resolution including on-site assistance as necessary

Technical Education

At NSG we believe in sharing information and providing the tools to increase the knowledge and skills of those individuals responsible for one of your companies most strategic assets, your network. No item enhances system reliability as much as a well trained technical staff. To keep pace with your needs, NSG has an Educational Services department, fully equipped to provide your staff with all the tools, training, and information they need. Our courses include both classroom instruction and hands-on laboratory sessions, with limited class size, to allow each student maximum contact with instructors and lab equipment. NSG provides training on specific products and related technologies. Customized training courses can also be created. Choose from system user courses or more extensive installation and maintenance courses, or work with Educational Services to create a class just for you.

Product Training

NSG offers education courses that provide the training and knowledge required to operate and maintain a successful network on all NSG product lines and related technologies. Course length ranges from one to ten days, depending upon the product and type of training selected. Each course utilizes the latest in teaching aids and is comprised of both presentations and hands-on laboratory exercises to ensure that the information is not only presented, but that students have a way to ensure they truly understand the material. Our instructors have extensive expertise in technical training.

Customer Premises Training

While we feel the best training is provided at our Chantilly, Virginia facility, due to extensive laboratory environment and excellent classroom. We do understand that it may not be practical to send all of the people that need to be trained to our facility. All NSG courses are available at either our Chantilly, Virginia and Frederick, Maryland facilities or at your location.

Custom Training Programs

We can build a program with your specific applications in mind. Contact NSG Educational Services department for more information about custom training courses, and watch your staff achieve the efficiency to get the most from your NSG network.

Schedules and Registration

NSG wants to make it as easy as possible to find out about training classes and their availability. For a schedule of upcoming training courses, or register for a class, please contact our Education Service department at NSG or visit our website at:

www.nsgdata.com/support/training



NSGDatacom

www.nsgdata.com

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