



# FIELD SERVICE AND OPERATIONS

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## EXPERT RESOURCE WHERE YOU NEED IT, WHEN YOU NEED IT

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We've been providing specialist field services for over 20 years, and full outsource field services in support of an extensive suite of different ICT sector technologies for over ten years. Our teams are experts in deploying networks efficiently—and keeping them running around the clock.

## TECHNOLOGY KNOW-HOW

We work in many challenging conditions, from bustling cities to the outback and remote islands. But no matter how difficult the locale, our teams do everything possible to overcome all obstacles. And they do so while maintaining efficiency, quality and end-user performance.

With offices and considerable warehousing in New South Wales, Queensland, Victoria, South Australia and Western Australia—and an expansive contractor network covering some of the country's most remote regions—we provide customers with one interface where all ICT sector needs can be met.

We're equipped with all the tools necessary to carry out the job including 4WD vehicles, portable test equipment, laptops and climbing equipment. Our accredited staff are fully trained in resource management requirements, and health and safety legislation. We adapt to onsite problems as they arise.

Our satisfied customers select us to provide a range of services, from simple deployment to full outsource network operations and maintenance. We're chosen because of our ability to deliver the best performing networks at the best cost.





### ACHIEVING WORLD-CLASS NETWORK PERFORMANCE

It starts with sound analysis, design and installation advice; cost-effective recommendations that reduce your commercial risk and operational costs.

From installation management to the coordination and commissioning of network equipment, Kordia™ will direct the full network deployment process. We'll do it efficiently and economically, using our preferential rates to provide you with competitively-priced equipment and materials best suited to Australia's often harsh environment.

Our field services teams provide:

- Full turn-key installation and commissioning, including indoor network and outdoor antenna systems
- Specialised communication rigging
- Real-time availability of technical and rigging capability
- Procurement and logistics management
- Network provisioning, rollouts and upgrades
- Site engineering design, site civil works and specialist fabrication services
- WiFi and Wimax site surveys and installations
- Flexible solutions at good speed to market

### MAINTENANCE AND FAULT RESPONSE

Network and systems integrity is crucial for both you and your customers. It's our role to ensure that integrity is maintained. We do that through active network monitoring and task management within our Network Management Centres (NMC). Our own network information systems, coupled with customer provided network monitoring sources provides us with key data on system performance.

Analysis of this information provides critical detail when making decisions regarding repair, replacement or major capital expenditure.



Our network maintenance and fault response service includes:

- Planned transmission infrastructure, systems and equipment maintenance for optimal performance and fault prevention
- 24/7 fault management and disaster recovery
- Maintenance consultancy
- Resources located to meet tight Service Level Agreements

### SYSTEM MANAGEMENT AND SURVEILLANCE

We provide a real-time system management and surveillance service with 24/7 support. This service is key to your network achieving optimal performance.

Our highly experienced NMC and Field staff, on-call engineering specialists, and task management systems form the back-bone of our response service. With 24-hour alarm monitoring and response, and one single point of contact for customers, our clients receive optimal results with minimal impact.

### TEAMS ACROSS THE COUNTRY

Kordia™ has a team of over 150 field technicians, engineers and communications riggers located throughout Australia at key locations. Our accredited staff design, install, maintain and operate a number of ICT network technologies, and often are deployed to perform tasks on multiple product types and network platforms.

Through vendor and in-house training, we develop solutions and skill sets unmatched by any other in the ICT Field Services area. We multi-skill our staff and go to great lengths to ensure we deploy the right resources to the right jobs.

### FOR MORE INFORMATION, PLEASE CONTACT:

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FIELD SERVICES



NMC



ENGINEERING SPECIALISTS