



EXCEL Management Systems



EXCEL's Field-based Information Technology Services (EFITS) Description of Services

EXCEL's Field-based Information Technology Services addresses the unique challenges faced by organizations that require support for technology solutions across a wide area of operations. This document describes the services that EFITS delivers, provides samples of how our services compliment your projects, and why EFITS is your most cost-effective solution.

What Technologies EFITS Supports

EXCEL provides complete support for the design, installation and servicing of our customers' on-site technology suites, including:

- Voice and Data Cable
- Fiber Optics
- Wired and Wireless Networks
- Servers and Workstations
- Point of Sale Systems
- Custom Equipment
- Security Systems
- Telephony Systems and VoIP

How EFITS Delivers Support

- Conduct surveys, design architectures, and install network systems
- Provide installation and configuration services for Local- and Wide-Area Networks
- Perform equipment staging, deployment and integration
- Design and install complete fiber- and copper-based structured cable distribution systems
- Install, configure, and integrate active components including routers, switches, and gateways
- Provide total infrastructure support for PBX installations and upgrades
- Provide systems planning and analysis
- Install network operating systems and client applications
- Integrate databases and other software solutions
- Provide on-going support, including maintenance, repair, and move-add-change services

When EFITS Delivers Support

EXCEL provides support for the full lifecycle, or any phase of the lifecycle, based upon the customer's needs. We design, procure, configure, deliver, install, integrate, test, certify, and maintain hardware, data networks and telecom systems.

- Initial planning
- Conceptual design
- Evaluation and procurement
- System deployment
- Installation and integration
- Operational maintenance and service, moves-add-changes
- Refurbishment or disposal



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Who EFITS Supports

EXCEL's customers range from the Department of Defense to nationwide commercial accounts to single-location businesses. Our service delivery model consistently delivers a quality product on both a local and national scale. Some of our current and past customers include:

- Defense Logistics Agency
- Defense Information Systems Agency
- Environmental Protection Agency
- Ohio Department of Public Safety
- Ohio Secretary of State
- TBC Corporation
- SupplyPro

Sample Projects

EFITS delivers services when and where the customer need exists. The value of these individual services is realized when they are brought together to produce a desired result:

National Rollout And Deployment:

EXCEL provides rapid and simultaneous deployment of technology solutions to locations across North America. Our services include premise cabling installation, equipment configuration and staging, software loading and integration, network conversions and upgrades, point-of-sale support, and various custom applications. We understand the mission-critical nature of enterprise networks.

- A single point of contact for all deployment activities
- On-site coordination with customer representatives
- Logistics service and support
- Equipment configuration and staging
- Planning, scheduling, and tracking of materials and technicians
- Reporting and project management through customized web sites
- Support to thousands of geographically dispersed facilities

Facility Installation Or Relocation

Opening a new facility or relocating an existing facility requires planning and coordination to achieve your business objectives. Our certified technical staff will ensure a smooth transition of operations.

- Close coordination with general contractors
- Comprehensive site survey services
- Structured cabling design and installation with life time warranty
- Equipment configuration, installation, and testing
- Service level agreements for ongoing maintenance and service requests
- System documentation including as-built drawings and test results.



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Professional Services:

EXCEL has been delivering professional services since 1989. In doing so we have developed the expertise required to engineer and implement solutions to some very challenging problems. This knowledge directly support our field technicians and may be provided directly to our customers in the form of professional services.

- Project management
- Helpdesk/service desk
- Staff augmentation
- Needs analysis/requirements definition
- User interface and creative design
- Application development
- Prototyping
- Testing
- Classroom/on-site training

Our documented and repeatable services focus on solving customers' problems. We deliver cost-effective, quality services that meet your needs and keep your operations running smoothly.

Why EFITS?

The services provided by EFITS are supported by a solid infrastructure that ensures the quality and consistency of the deliverable. This includes:

Project Management:

EXCEL uses proven project management methodologies to ensure reliable performance that delivers the anticipated results. We apply a system of tools, processes, and people to deliver high quality service with an emphasis on customer service. EXCEL's project management team includes Project Management Professionals certified by the Project Management Institute (PMI). Our goal is to deliver the results that you expect on time and within budget.

- Hardware configuration and staging
- System deployment
- Software integration
- Application development
- New facility installation
- Structured cabling
- Facility relocation

Helpdesk/Service Desk:

Accessing the services offered by EXCEL is made simple by calling a single toll-free number. Our helpdesk/service desk responds on a 24 x 7 basis to provide support when it is required. A web-based interface to our service management software allows our customers to create, view and update service requests anytime. Customized reports deliver information on a recurring or ad-hoc basis.



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The dispatch of technicians is completed based upon Service Level Agreements (SLAs) established with our customer to provide cost-effective support. *EXCEL* provides response in as little as two hours for critical systems support. In addition, we provide technical support via telephone to solve problems remotely when possible.

Tools & Processes:

EXCEL applies a system of tools, processes, and people to deliver high quality service with an emphasis on customer service. Our standardized tools and methodologies deliver a product of consistently high quality and reliability no matter where the work takes place. This is made possible through documentation, real-time support, certification and & technical training. The EFITS Technician Certification process ensures that our service agents understand not only the technical requirements, but also the customer care factors that must go into every service call. In addition, services may be custom-designed to meet the specific requirements of the customer.

The EFITS Service Network:

EXCEL developed an extensive service network with a very broad range of skill sets that enables us to deliver high-quality technology solutions when and where they are needed. We focus on delivering consistent design and high quality services where and when they are needed. We invest significant time and effort to ensure our field service technicians are prepared to perform the work and understand the customer service needs at each location. When services are required in an area not currently supported, our recruiter will identify, screen, select and train the technical resources required to deliver high quality and cost effective service to your end users.

EXCEL Management Systems has been delivering services since 1989. Our reliable and cost-conscious performance over the years is the result of careful planning and closely monitored execution. *EXCEL's* managers and technicians benefit from detailed processes and procedures that ensure consistent quality and on-time delivery. *EXCEL* will leverage our experience and expertise to provide you with exceptional field services support.