

## Managed Services

### What about Managed Services?

We are a nationwide provider of managed services to the Government, Carrier and Enterprise markets that enable our clients and partners to effectively focus on their core business objectives. As business solutions provider, Longhill Strategic Services (LSS) helps its customers protect their investment by offering a total solution.

Founded in 2003 and headquartered in Hillsborough, NJ it is our company's goal to ensure that our customers are exposed to the best-in-class products and services in order that they may consistently make the right business decisions. LSS is a certified Small Disadvantage Business by the Small Business Administration. We accomplish this by partnering with key suppliers and manufacturers as well as utilizing our industry experience. Our experience spans a wide range of technologies including Voice & Data Networking, Converged Networks, VOIP, Wireless, Infrastructure Cabling, LAN and WAN.

### Project Management

For clients facing a complex task, such as implementing a new network, Upgrading a phone systems or expanding to a new facility, a LSS Project Manager can plan, coordinate and supervise the entire effort. Project Management Services includes project plan development, project plan execution and overall change control. The Project Manager is the single point of contact for all project-related matters and serves as the primary liaison between LSS and the customer, as well as between any subcontractors or other vendors involved in the project. If it's a major initiative involving several projects and elements, we can provide seasoned and confident Program Directors who can bring the project in on time, on budget.

### Configuration

Configuration services involves pre-loading and testing each device to be installed prior to it being shipped to the customer's site for installation. Pre-loading involves configuring each device with addressing and protocol information so that the unit is "site smart" prior to its arrival at the site. The on-site installation becomes a "plug-and-play" installation taking less time than a traditional installation, meaning less disruption of the customer's business.

During the configuration service, our technicians receive, inventory, inspect and stage each piece of equipment on a per-site basis and then assemble equipment components as needed. We label and connect all cables, as well as create and attach any customer-required labels such as IP address labels and site names. Simultaneously, we configure the equipment with up to three protocols, (i.e. OSPF, IPX, and DLSw) and input site-specific, customer supplied parameters

### Network Design

The LSS Network Design Service provides a methodical approach to designing an upgraded or new network for our clients. We work with the customer to determine their goals and what portions of the network will be incorporated into the design. The scope of the services ranges for Local Area Networks (LAN), Wide Area Networks (WAN) and Voice Infrastructure to the MDF/IDF design of the computer center. The LSS network design service provides our customers with expert design services that help to develop and deployment cost effective, scalable networks of all complexities.

### Worldwide Class Services and Support

- ✓ *Project Management*
- ✓ *Configuration*
- ✓ *Network Design*
- ✓ *BICSI Training*
- ✓ *Wireless Site Surveys*
- ✓ *Deployment*
- ✓ *Cabling Service*

### Minority Certifications

- ✓ *Small Business Administration – SDB*
- ✓ *State of NJ – SBE*
- ✓ *Minority Supplier Development Council*



### **BISCI Training**

Through our partner, LSS provides BISCI Training at a state-of-the-art training facility in Carrollton, Texas, a suburb of Dallas. Patterned after the BISCI training facility in Tampa, Florida, our geographically centered operation offers over 1300 square feet of technical training space geared to both intra-company and general public students.

Primarily providing certified training under the auspices of the BISCI Installation Program for Installer Level 1, Installer Level 2 and Technician, we also offer specialty classes in Residential Cabling, Codes & Standards Updates, Project Management and RCDD Preparation.

The experienced training staff of BISCI Certified Trainers can assist your staff in making the most of their career in the fascinating field of Telecommunications Design, Installation, and Project Management.

### **Wireless Site Surveys**

LSS can perform a wireless site survey at your install locations. We can provide both a generic environmental site survey used to verify Access Point location deployment information provided by the customer or perform a detailed RF site survey that provided the customer with a report detailing where all AP's need to be placed. The RF site survey includes pre-planning meeting, pre-site survey questionnaire, imputing floor plan information into evaluation tool, determine AP's locations, documenting all access point location with digital photographs and documenting all access point location with digital photographs and documenting the MDF's, IDF's and any physical location details

### **Deployment**

We offer expert installation services for products from a select group of equipment manufacturers. The LSS technician will promptly arrive at the designated site as per the installation schedule to perform the installation, test and turn-up. The hardware installation, test and turn-up process involves all aspects of unpacking, physically placing the equipment, completing all required connections, powering up the system for testing and turn-up. The unit is then turned over to the customer's staff for all necessary site-specific programming. Whether its, as simple as the installation of SIP phones to the desktop or more complex Wireless network deployment, LSS has the experience and resources to complete the job.

### **Cabling Services**

The telco point of demarcation (demarc) is seldom installed exactly where businesses need to have their wide area network (WAN) equipment. It is also extremely costly and time consuming to move a demarc. Our Cabling Services provides customer with a vast array of Intra-Building/Inter-Building wiring services such as demarc extensions, voice and data cable drops, copper and fiber backbones, and multimedia infrastructure.

### **So, what about Managed Services?**

With a full suite of managed services and support options, LSS can provide the type of service that best fits your business requirements. Whether you need a single services or a complete solutions package, LSS gives you the confidence that you will receive the highest quality service possible.

## **WE PROVIDE BUSINESS SOLUTIONS FOR THE GOVERNMENT, CARRIER AND ENTERPRISE MARKETS**

### **Partners**

*Medlink Imaging*

*Comnet Communication*

*Telserv*

*Troxell Communications*

### **Supported Manufacturers**

*Cisco*

*Corning Cable Systems*

*Nortel*

*Aruba Networks*

*Kodak*

*Panduit*

*Polycom*

*Moban/k*



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