



DATAPATH | Global Services

GLOBAL SERVICES SUMMARY

Optimize network operations and availability with DataPath's comprehensive services offering

DataPath is known for getting communications up and running fast, ensuring that critical networks are available when you need them most. Our team of experienced engineers and technicians know how to ensure peak performance from your communications network. They are proven in the field, working side-by-side with your team to provide essential communications in extraordinary circumstances.

DataPath can design the whole solution – equipment, software and services. We work to define requirements so that you get what you want: a reliable communications network with powerful management software and highly trained people to operate, maintain and optimize it. We provide a complimentary suite of services to manage, maintain and optimize your communications network so that it reaches peak performance.

DataPath Global Services include:

- **Field Support:** Installation, operations, maintenance, upgrades, repairs and relocations.
- **Network Operations Center (NOC):** Technical support, 24/7 remote monitoring, data capture, trend analysis and help desk services.
- **Training and Documentation:** Comprehensive training in any format, delivered anywhere.
- **Information Assurance:** Assessment, certification, and IA vulnerability management.
- **Logistics:** Depot operations, provisioning and logistics consulting.
- **Connectivity Services:** One-stop for network design, bandwidth, teleport services, installation and NOC support.

DataPath's Global Services group employs some of the most experienced network engineers in the industry. Through this team we offer the best in professional services, anytime, anywhere. Our services increase network availability, assure information security and lower operational costs.

AT A GLANCE ...

DataPath Global Services

- Field Support Services
- Network Operations Center (NOC)
- Training and Documentation
- Information Assurance (IA)
- Logistics Engineering



With hands-on experience and proven expertise, DataPath delivers a complete services solution that ranges from field support engineers to a network operations center that is staffed around-the-clock.

Field Support Services

Our staff is dedicated and focused on connecting your network and keeping it running without interruption. These talented technicians have been tested in times of crisis and know the importance of maintaining continual communications. They do the job and then look for ways to improve and maximize operations. Services include:

- Security-cleared operations and maintenance teams
- Installation of satellite earth stations (C, Ka, Ku and X bands)
- Preventive maintenance checks and services
- Problem resolution through on-site engineers or services

Network Operations Center (NOC)

Our NOC can manage and maintain your network around the clock, providing you with unmatched visibility of your entire network via MaxView® network management software. Our goal is to quickly restore service, and to anticipate outages and prevent them. Services include:

- 24/7 help desk support
- Real-time, shared network information and data intelligence
- Issue tracking through BMC Remedy®, an industry standard
- Warranty services and return materials management

Training and Documentation

Our world-class staff develops, delivers and documents courseware that will increase the productivity and effectiveness of your on-site personnel. We deliver specialized training wherever and whenever needed, and in the format that best suits your needs. Services include:

- Custom courseware developed to your standards
- Industry-experienced instructors that teach to proficiency
- Classroom training supplemented by hands-on practice
- Design of instructional media packages
- Comprehensive documentation as a tool for troubleshooting

Connectivity Services

DataPath can help you implement a network quickly anywhere in the world -- from design through implementation.

- Scalable services with bundled pricing
- Global shared network partnerships
- Operational and logistical support
- Services can include help desk, preventative maintenance



DataPath Field Engineers working with soldiers from the U.S. Army's 2nd Brigade, 2nd Infantry Division to repair a Satellite Transportable Terminal (STT) that was damaged in a direct mortar hit in Iraq in 2006.

Logistics Engineering

Our regionally focused logistics support centers enable you to get the parts you need, when you need them. Our consulting services analyze your operations so we can help you increase overall systems availability while decreasing your total cost of ownership (TCO). Services include:

- Depot operations to optimize inventory
- Consulting services to streamline supply chain and lower TCO
- Spares management and on-site repairs to save time and increase availability
- Acquisition logistics support to enable purchasing and provisioning

Information Assurance (IA)

DataPath can help you secure your network so that you get vital information to the people who need it at the right time – without interruption or modification of data. We provide risk assessment services and support for all types of networks to ensure that your information is protected from unauthorized interference. Services include:

- Technical vulnerability assessments
- Certification and accreditation
- IA engineering and architecture design
- Security support, monitoring and training

BMC® Remedy® is a registered trademark of BMC Software.