

# Field operations as a service

Acronym can manage your field operations so you can focus on your business

Available province-wide to organizations that require technical support in-field, Acronym's Field Operations as a Service (FOS) solution provides intake operations and dispatch services of expertly trained technicians for network installation, repair and maintenance, as well as spares inventory management.

Think of FOS as a first line of defense for your organization in the field. Based out of our geographically diverse, fully redundant Network Operations Centres (NOCs)—with access to 15 equipment depots located across the province—our expert-level technicians have the operations capabilities, processes, expertise and performance reliability to maintain, repair and/or replace the mission-critical communications equipment that you use to deliver services to your customers every day.

## Why it matters

Maintaining communications equipment for the provisioning and maintenance of mission-critical services is a complex and costly undertaking that can distract a company from the core service it delivers to its clients. Whether you're running a small wholesale business or a medium-to-large-sized enterprise, you're likely already incurring infrastructure, expertise and overhead costs associated with managing the equipment and labour used for your network solutions in the field.

If your business maintains its infrastructure in Ontario but doesn't currently have its own field operations team—or you're looking to simplify operations and reduce costs—Acronym's Field Operations as a Service may be right for you.



Incident ticket is opened by a network alarm or a customer call



Open ticket is investigated



If required, ticket is assigned to an Acronym field technician, who is dispatched to site



If required, the field technician stops at Acronym depot to gather necessary parts and equipment



Field technician arrives at site and performs necessary services



Acronym validates with customer that the service is complete and closes the ticket

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## How it works

Choose from two levels of Field Operations as a Service (FOS):

**Silver** 24/7 field operations to support network equipment installation, repair, maintenance and replacement. Activities include fibre and circuit testing, installation/replacement/removal of equipment (e.g., network devices, racks, patch cords, LAN cables, cable trays, power plants) and routine maintenance (e.g., replacing equipment fan filters, site inspections and testing environmental alarms).

**Gold** Includes all elements of the Silver FOS offering, plus spares inventory management at any of HOT's 15 equipment depots distributed across the province, to support Mean Time To Repair targets.

## Features of Acronym's field operations as a service

Acronym's 24/7 Field Operations as a Service solution provides end-to-end services for technical in-field support, including:

Silver	Gold
Deployment of expertly trained Acronym field technicians for	Network equipment spares management and storage
<ul style="list-style-type: none"><li>• Site survey, inspection and audit</li><li>• Regular and preventative maintenance</li><li>• Break/fix repairs</li><li>• Equipment installations, upgrades and removals</li></ul>	<ul style="list-style-type: none"><li>• Includes the Silver FOS offering, plus</li><li>• 15 fully secured, environmentally controlled equipment depots distributed across Ontario</li></ul>
Acronym field technicians are fully equipped with their own tools and vehicles, which are tracked by GPS in real time.	

## Did you know?

As part of an end-to-end solution, Acronym also provides network monitoring and management through the Network Operations as a Service (NOS) offering. This service provides 24/7 Event, Incident, Change and Problem Management.