



neeco

GLOBAL ICT SERVICES

Services and Solutions for Telecom Operators

www.neeco.com

Presales Support



Neeco, leading provider of global telecommunications services, offers a modern and innovative approach to its Clients by supplying complex telecommunications services worldwide, including consultancy services, hardware and software implementations, connectivity provisioning, and network infrastructure maintenance.

Our Clients, mostly international telecommunication operators, service providers, and governmental organizations, do not need to make time-consuming agreements with various partners across the regions because they can rely on Neeco to deliver the right telecommunications solutions globally.

Neeco's centrally-managed network support and professional value-added services create a unique global platform that delivers better, faster, more efficient, and sustainable solutions for our Clients.

● Consulting

More than ever before, telecoms need to invest wisely in their infrastructure and know precisely where their investments will have the biggest impact on customer experience. This is not as easy as it might look: telecommunication technologies as well as evolving customer requirements are ever changing. In order to stay competitive with extraordinary service quality, Neeco offers continuous consultancy services which ensure constant acquaintance with the latest available technologies as well as new trends and approaches.

● Designing

We will identify network sizes, capabilities, and locations, and analyze the initial configuration of the network elements and components for any gaps. Focusing on access, performance and reliability, physical design, and transport, we incorporate all important elements of design. As a result, you will achieve an optimized network deployment that is highly reliable and resilient.

● Planning

The ever-growing need for higher capacity, together with the requirement for limitless coverage, has resulted in new technologies being rolled out at a tremendous speed. Rapid rollouts of new technologies with considerably high user volume on the existing technologies have created a demand for additional spectrum and very efficient RAN design. In order to achieve the maximum results out of the projected network, exhaustive planning procedure is essential. Our globally proven and unrivaled fine-tuning process ensures that the theoretical design matches the real life network once implemented, hence delivering the committed service to the End Client in a very efficient way.

Realization and Deployment



Site Surveys



For larger network deployments, a site survey is a must-have element if overall network attributes are sought. To get optimal coverage and performance, it is necessary to understand the RF behavior of the network and to find the most suitable points for site deployment. A site survey will provide this information by revealing places of signal interferences, places where signals are weaker, and areas of no signals (dead zones). A site survey also helps to avoid interference due to existing radio sources or physical or geographical obstacles, and finally, determines how to deploy a network within the constraints of the site.

Site Acquisition



After the proper area investigation and candidate submittal, Neeco starts site lease negotiation and execution, zoning representation, and building permit submittals. These services may also include nominating potential site alternatives.

Site Construction



Site Construction is where all construction services, including tower installation, modifications, or maintenance repair work are provided. It also contains the cable tray related works as well as systems support such as battery backup or A/C units. Neeco is equipped to handle anything from single site projects up to full region build-outs consisting of 300 or more sites. With our network of engineering professionals, we are well-suited for turnkey projects of any size, and we are able to provide engineering support before, during, and after construction.

Technology Distribution



Through our extensive channel partner network, which includes local as well as global hardware distributors, we are able to deliver any telecommunication technology equipment worldwide. Through the combination of hardware delivery, staging, logistics, and inventory management, we can function as your hardware supplier, warehouse, and shipping department. Together with our staging services, we are prepared to provide initial configurations and equipment testing prior to dispatch to the site.

Realization and Deployment

Deployment and Configuration



Neeco's technical support-level specialists are responsible for customer issues and hardware replacement activities as well as network configuration. The main tasks of the Neeco specialist include antenna installation, uninstalling/reinstalling BTS, RBS, BBU, PS and other hardware equipment, and verification of proper hardware set up. Troubleshooting activities are also provided at this level. During the configuration process, the Neeco specialist is also responsible for arranging a RAN configuration and integration within the core network. They are also trained to identify, isolate, and resolve complex network problems.

Optimization



Neeco's personnel at this level are responsible for optimization, monitoring, and improving the performance of the radio network. The optimization process starts with the last phase of radio network planning. A cellular network covers a large area and provides capacity to many people, so there are lots of parameters involved that are variable and have to be continuously monitored and corrected. Apart from this, the network is always growing through increasing subscriber numbers and increasing traffic. This means the optimization process should be on-going in order to increase the efficiency of the network and result in revenue generation from the network.

Production and Operation



- **Multilanguage helpdesk 24/7**

The helpdesk team is available around the clock within a 3-tier structure, and can handle support in all standard languages at a supreme technical level.

- **Corrective maintenance**

Wherever Clients have network equipment, Neeco is able to provision field engineers to deliver remedial support activities. With our multi-tiered system of support, we deliver a robust 24x7 remote issue resolution service that can significantly smoothen and speed up the corrective maintenance process. Neeco engineers can replace faulty equipment as well as troubleshoot and resolve technology or site issues in the shortest delivery times. Maintenance activities are delivered according to the agreed SLAs (such as 24x7x4, 8x5x4 or NBD).

- **Preventive maintenance**

A well-maintained network requires less corrective maintenance and is easier, more cost-effective, and more reliable to operate. Preventive maintenance is a set of predefined tasks and strategies that result in lower impact of damages caused by wear and tear or rupture of telecom site components. One of the main objectives of preventive maintenance is the reduction of corrective maintenance which will result in lower operational expenditures necessary for troubleshooting.

- **Maintenance of fall protection systems**

We ensure that your fall protection system fulfills all legal requirements and works to prevent workplace accidents. Neeco has a dedicated test and inspection team with qualified and experienced engineers who will make sure your fall protection systems are legally compliant and fit for purpose.

- **Genset refueling**

With the largest geographical area of any local fuel distributor, Neeco has the resources to ensure that your generators keep running efficiently and effectively. We customize a plan to suit your needs and your schedule. We maintain a true 24-hour service that will respond immediately to your needs. In other words, you can never call too early or too late.

- **Spare parts management and warehousing**

Neeco provisions systematic and highly effective global spare parts management solutions, including spare parts warehousing, inventory management, and optimized stocking locations, to determine the best areas across the globe to keep spare parts, perform repairs, and process equipment returns. The storage areas include larger hub locations in major regions as well as smaller warehousing facilities in remote areas.

- **Online asset management and reporting**

Neeco's ProTrack online tracking, monitoring, and asset management tool is the fastest way for Clients to find out the status of their equipment. Available 24x7, Clients can easily monitor real-time status updates and track the overall progress of every activity, including hardware provisioning, on-site services, maintenance, subscription services, and much more. Neeco ProTrack also features our advanced multi-point ProTrack Ticket System, which allows users to keep the chain of communication unbroken.

For more information

For more information about Neeco Services for Telecom Operators, send an email to us at info@neeco.com or contact your account representative.

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