

MANAGEMENT OF A “STRESSED SITE”

TRAINING THAT PAYS OFF - FROM EXPERIENCED PROFESSIONALS

Adding Real Value

You have no doubt received many invitations from various organizations to have your personnel trained in different fields. We request that you consider our training program and evaluate the real contribution it can make to your organization. Let us pass on our true and real expertise to your site management and staff.

Our Training Team – Dedicated and Experienced Professionals

Our training team consists of former System Support Directors, Managers and Engineers from one of the largest Telecom Vendors in the world - “Ericsson”. The Program Founder has 35 years of Telecom expertise, has been educated in training techniques and has been conducting training programs such as “Outage Management” and “System Recovery” within Ericsson.

When Does Our Training Pay Off? When You Have a “Stressed Site”!

Sites are usually calm. Systems are mostly automated and require minimum intervention. Site management and staff are usually busy with daily routines. However, this calm working environment quickly changes when a serious problem arises with the site. Panic starts to set in and subscribers have no services. Executive management demands a resolution and the vendor is pressured to find an answer. You have a “Stressed Site”.

Our Program – “Management of A Stressed Site”

Our experience has been, time and time again, that the main relief to this problem is the understanding of staff of the interaction between the involved parties - site engineers, managers and the vendor support engineers and managers. Furthermore, as a result of being support engineers for many years, we have discovered that site management and staff hold the relief key by the manner in which they handle the situation.

The problem needs to be resolved by analysis and cooperation rather than simply pushing the vendor for a solution (which is the normal ineffective practice today). We have concluded that to bring the two sides together, we need to provide a program that will help transfer situation control to the site and keep the parties in a cooperative mode to manage their “Stressed Site”. Please read our attached program description for more details.

The true value of the program will emerge from an experiment that your staff will have during the practical part of the program. Our training program is an investment that will

pay off. After all, a recovery of a site five minutes earlier will pay back what you have invested in this program. In addition, the program will greatly help your staff handle a Stressed Site with a much cooler mind.