

SmartCity®

Technical Services & Support

by DTLINK Inc. & Partners

Audience

- WISP Operators
- Municipalities
- Hotzone Operators

SmartCity® Framework

- Computer Resources
- Fundamental Servers
- Client Software
- Operational Services

SmartCity® Wireless

- High Quality
- Performance
- All-In-One Device
- NMS Software

SmartCity® Alliances

- HellasSat
- IBM/Cisco
- HP
- Antcor
- Local Partners

Fundamental Servers

- Distributed Operation
- Operation Domains
- > 5000 Users
- 24x7 Operation
- No Back Office
- Unique Payment Method

iCard – Payment Method

- International Operation
- Customizable
- Any Currency
- Any Price

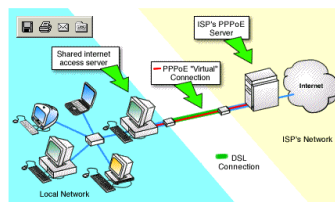
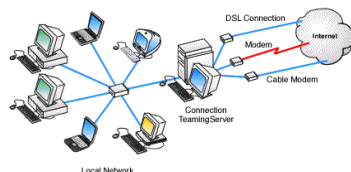
SmartCity® Applications

- Internet Access
- PIA-PayKiosk
- PIA-InfoView
- PIA-NetSpooler
- PIA-HotSpotVPN
- Remote Control
- Pocket ERP
- OpenHire
- MissionMode
- Security Monitoring
- Document Management
- OpinionWare
- Business Webcam
- Enterprise Chat & IM
- Custom Browser
- Surf Control
- Cisco IP Telephony

While business grows and technology gets Complex, Concentrate to your core Business and leave the rest to the Specialists.

Municipality networks require a professional planning and every day operational skills. Users rely more and more on the services provided by the network, and the overall system availability becomes a key satisfaction factor. DTLINK Inc. engineers, recognize the need for proper management of the SmartCity network and continuous customers' requests for complete technical services.

After several years of operation, and rich from the ISP management experience, DTLINK Inc. can now provide technical services for the proper function of the SmartCity network through its centralized monitoring center in the US and Geneva Switzerland and a 1st level support at the customer premises.



Hardware Advanced Replacement – 3 Business Days

Whatever the failure cause, DTLINK Inc engineers will replace the faulty device within 3 business days. The service covers all Wireless Controllers, Antennas, Wired Network and any device purchased from DTLINK Inc.

Extended Hardware & Software Warranty

Extend the default 2 year warranty of any DTLINK Inc device to 2 (two) more years for a reliable and continuous operation with a minimal cost.

Unlimited Software Technical Support

For customers requiring a 24/7 support service and answers to any questions on the SmartCity hardware and/or software system. Your staff have fast, reliable access to DTLINK Inc support team.

Network Engineering Support

Networks issues, are now answered through a specific DTLINK Inc support line with comprehensive solutions for the network design and the configuration of devices and application running on the network.

Emergency On-site Support

DTLINK Inc engineers will be available on your site whenever and wherever you will need it to help the local team with any type of emergency issues.

The SmartCity systems are literally the heart of the business operations so ensuring the reliability and availability of the network vital for the business success. Given the increased complexity of business infrastructures, intelligent performance and availability management tools are essential for proactive identification and resolution of network problems before they impact business performance. Ensuring peak performance and availability cost efficiently through efficient technical service from DTLINK will help you meet and exceed both internal and external service level agreements and reduce total cost of ownership.