



# Wholesale Services



**Nex-Tech** provides an array of enterprise IT solutions, including cloud services, Hosted PBX, network security, physical security and surveillance, network operations monitoring, help desk services and managed services to business clients nationwide. In addition, Nex-Tech connects thousands of people and businesses through a robust broadband network and cutting-edge technology. With stores in more than 20 locations and a full-service help desk and 24-hour Network Operations Center, Nex-Tech customers are ensured unsurpassed technology and support.

**Nex-Tech is now offering their decades of expertise to take your company to the next level.**

Find out how Nex-Tech can assist you with CALEA compliancy, help desk services, NOC services and more.

**WHOLESALE SERVICES**

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"We are committed to making good networks better and upholding your network's integrity."

- Chris Robben, Network Operations Manager



# N.O.C.

## Measure. Manage. Protect.

The Network Operation Center (NOC) functions are the foundation of your business and your ability to meet client commitments, as well as Service Level Agreements (SLAs). It is imperative that you have capable professionals managing your network. Nex-Tech will partner with you to manage and support today's intelligent, high capacity, high performance networks.



### A Great Partner

- » Fully staffed 24 x 7 x 365
- » Engineers are MEF-CECP certified
- » Fully redundant facilities
- » Responsive network incident reporting
- » Comprehensive ticket management



### Philosophy:

- 1) You can't manage what you don't measure.
- 2) You can't measure what you don't collect.
- 3) You can't fix what you don't know is broken.



### Benefits of Partnering with Nex-Tech NOC:

- » Ensure your network meets stringent SLA conformance.
- » Our NOC provides centralized support from professionals disciplined in ITIL and FCAPS practices and methodologies.
- » The Nex-Tech NOC is experienced in problem management and root-cause analysis.
- » Problem management practices ensure service availability and quality is documented, validated and reported. Nex-Tech conducts customized client reviews, as well as scheduled performance reviews.





# Help Desk

## 24 x 7 Support for Your Customers

The **Nex-Tech Help Desk** is available 24x7x365 to answer and support your customer's questions and needs. With our state-of-the-art Help Desk, your customers will receive a personalized experience to fit your company's profile. We provide telephone, email and chat support that can be easily integrated to offer your end-users a one-stop solution that will produce cost savings and satisfied customers.



### Complete Service

- » Agents are trained on all services
- » Customers get a single point of contact
- » Up-to-date hardware and technology
- » Robust ticketing with chat & email
- » Scalability to provide first-class support to providers of all sizes

### What Sets Our Technicians Apart?

A partnership with Nex-Tech Help Desk services assures your customers will get the service they've come to trust and the support they will come to rely on. They will receive support from a company that appreciates local values, provides professional support and cares about each individual customer.



### Management Made Simple

- » Variety of monthly call reports so that you can rest assured that your customers are receiving the best service.
- » All Help Desk calls are recorded to ensure first-class customer service.
- » All customer issues are tracked in a comprehensive log so that your staff can review and comment.





# CALEA

## » Ensure You Comply with Complex Regulations

The **Communications Assistance for Law Enforcement Act (CALEA) of 1994** requires Communications Service Providers (CSPs) to be able to assist law enforcement agencies in executing lawfully authorized electronic surveillance. This could include historical information such as calling records or identifying the subscriber associated with a telephone number or an IP address. These types of records are often requested through a subpoena process.

Nex-Tech provides cost-effective business solutions that reduce the complexity and mitigate the risk associated with managing a comprehensive legal compliance program. Nex-Tech is staffed with experienced analysts and certified network engineers to assist or fully manage these mandated services.

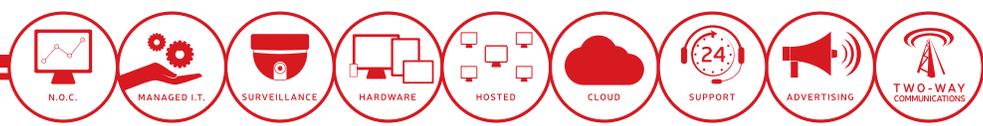
Nex-Tech is a CALEA Trusted Third Party, and by using its equipment and knowledge, Nex-Tech is capable of providing ISPs and Telcos the resources required to be CALEA compliant.

Our turn-key solution minimizes the capital expenditure for non-core, non-revenue generating obligations imposed by law enforcement. Nex-Tech works with you to implement a comprehensive CALEA compliance program that meets your needs.



### CALEA Trusted Third Party

- » Comply with state and federal laws and carrier guidelines
- » Assist Law Enforcement Agencies
- » Reduce OpEx
- » Allow CSPs to focus on core business





# Voice & Data Transport

## Keep Your Customers Connected

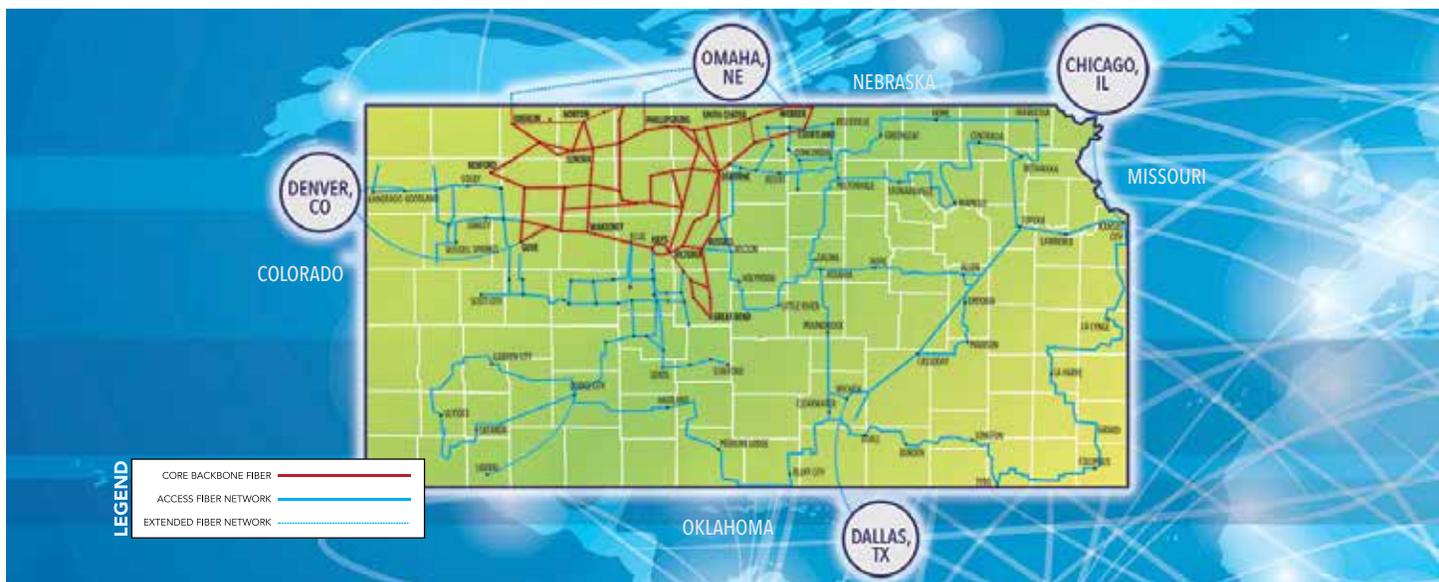
### Nex-Tech Data Transport Solutions

provide secure, end-to-end transmissions between geographically dispersed locations. Nex-Tech's advanced broadband fiber optic network is designed with the newest optical networking equipment for speed and efficiency.

We offer a wide array of telecommunications and network services to businesses requiring end-to-end communication solutions. Through our own high capacity, redundant fiber

optic network, Nex-Tech provides many network options to meet your growing communications needs.

**Nex-Tech works with many regional and national partners to create a robust, redundant fiber optic backbone in Kansas and across the nation.**



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# Internet

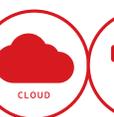
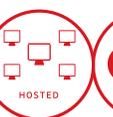
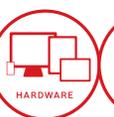
## Eliminate Your Risk of Downtime

### Dedicated Internet

Nex-Tech utilizes various transport methods to deliver dedicated Internet services at the most competitive price points. Your Carrier Access team works with you to determine the best way to provide service to your location. Our Service Level Agreements (SLAs) guarantee service availability and our Network Operations Center (NOC) utilizes the latest network monitoring tools to ensure you stay connected 24x7.

### Robust Reliability

The Nex-Tech network is designed to eliminate the risk of downtime. Our two geographically separate IP network gateway locations each connect to multiple Tier 1 backbone providers. Traffic is efficiently routed between these locations and upstream carriers to ensure your organization has the access you require at all times.





# Managed Services

**Backup & Disaster Recovery | Colocation Hosting**

## Network Security

Nex-Tech's Total Network Security will offer your customers maximum network security through tightly integrated features such as Gateway Anti-Virus, Intrusion Prevention Services and Anti-Spam Filtering to block threats before they enter your customer's network. The Total Network Security package is the most complete package today. Its versatility allows your customers to upgrade as they grow. In addition, it's hassle-free. We eliminate the need for maintenance, updating, equipment purchase and multiple contracts by managing these items for your customers.



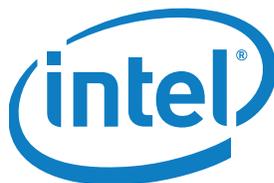
## Data Backup

Having data storage and backup are fundamental tools for your customers. Whether it's simply losing a file or experiencing a complete disaster, proper data backup is essential to any business. With Nex-Tech's advanced private cloud offer, your company can provide basic services such as remote backup, patching, web services, virtual servers, virtualized desktops and disaster recovery in the cloud. Your customers want to work with a business they know and trust to provide them with dependable and secure services. Let Nex-Tech help you provide those tools to connect your business to your customers.

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# The Power of Partnerships

Nex-Tech is proud to partner with the following vendors:



# Want to Know More?



To find out more about  
how Nex-Tech can  
increase your business  
opportunities, contact:

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