SERVİSNET

Servisnet Telecom

We make differencies,
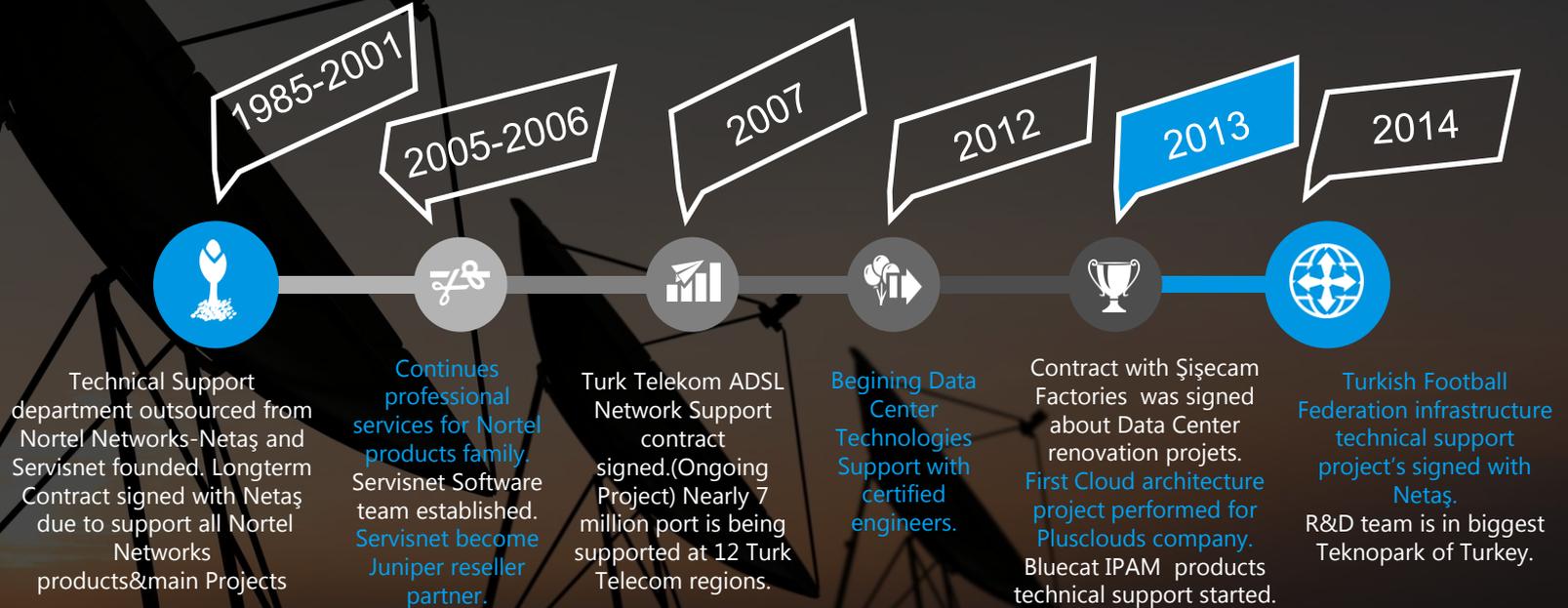We add values.
We make our customers happy.

About Us

SERVİSNET

SERVISNET is a technology leading system integrator company which provides to customers correct solutions with deep knowhow and service experience.Servisnet team provides professional services to the custemers and makes specific projects with certified manpower and experiences.Servisnet's software group supports and customize the projects with special tools developed by R&D group according to customer requirements.

Technical support and customer services department of the Northern Telecom Netaş started to its activities in 1985.SERVISNET has been outsourced by Nortel Networks Netaş in 2001.From the begining, Servisnet continues operations by maintaining the discipline, company culture and corporate structure coming from Nortel Networks Netaş, by improving its product
range and capabilities according to the sectors service needs with its qualified staff capabilities.

Company Timeline

Servisnet Key Milestones

1985-2001

2005-2006

2007

2012

2013

2014

Technical Support department outsourced from Nortel Networks-Netaş and Servisnet founded. Longterm Contract signed with Netaş due to support all Nortel Networks products&main Projects

Continues professional services for Nortel products family. Servisnet Software team established. Servisnet become Juniper reseller partner.

Turk Telekom ADSL Network Support contract signed.(Ongoing Project) Nearly 7 million port is being supported at 12 Turk Telecom regions.

Begining Data Center Technologies Support with certified engineers.

Contract with Şişecam Factories was signed about Data Center renovation projets. First Cloud architecture project performed for Plusclouds company. Bluecat IPAM products technical support started.

Turkish Football Federation infrastructure technical support project's signed with Netaş. R&D team is in biggest Teknopark of Turkey.
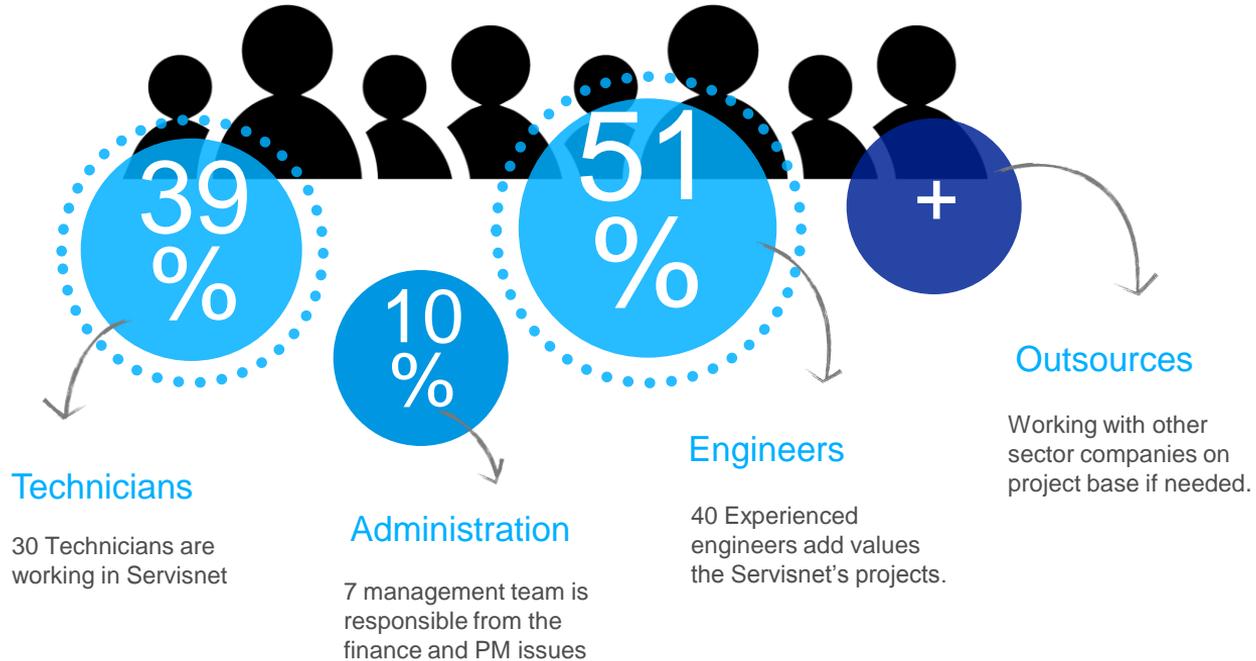
Servisnet's Certificates

Servisnet Telecommunication has always strived to be one of the most reliable leader innovation and communication companies and aimed for high standards in Administration and Quality Policies. For this reason, our company has acquired Quality Management Systems (TS ISO 9001:2008), Workplace Health and Security Management Systems (OHSAS 18001:2007), Environment Management Systems (TS ISO 14001:2004), Customer Satisfaction Systems (TS ISO 10002) and actively in use of these, as well as all Quality Systems certificates.
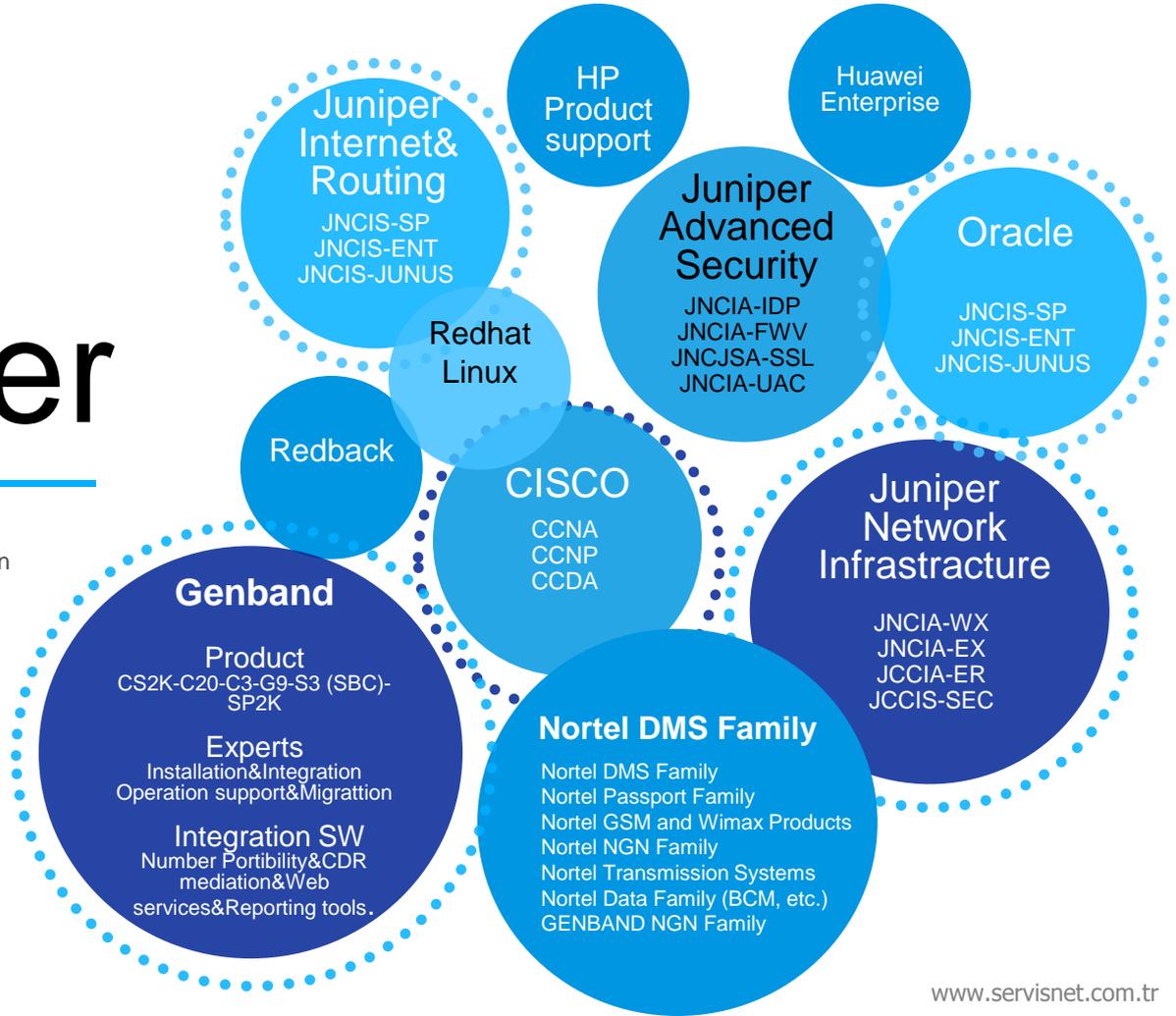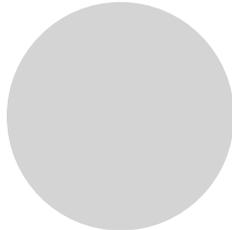
Human Resources

39%

10%

51%

+

Technicians

30 Technicians are working in Servisnet

Administration

7 management team is responsible from the finance and PM issues

Engineers

40 Experienced engineers add values the Servisnet's projects.

Outsources

Working with other sector companies on project base if needed.

Servisnet has developed a strategy, based on its mission, for employment of sufficiently educated people who are open to progress in order to grow on international and local arenas. According to its principals of efficiency and profitability, encourages to work cost-consciously, creates and applies educational programs to further develop knowledge and talent., makes sure all of the personnel are assigned to their related and appropriate departments, develops and uses systems to increase efficiency of the workplace as well as establishing an institutional togetherness and a happy, consciouss environment

Certified
Manpower

Servisnet is an elite partner of Juniper Networks. On the otherhand projects is supported with Genband, Cisco, HP, Oracle, Redhat Linux, Huawei certified engineers.

Juniper Internet& Routing
JNCIS-SP
JNCIS-ENT
JNCIS-JUNUS

HP Product support

Huawei Enterprise

Juniper Advanced Security
JNCIA-IDP
JNCIA-FWV
JNCJSA-SSL
JNCIA-UAC

Oracle
JNCIS-SP
JNCIS-ENT
JNCIS-JUNUS

Redhat Linux

Redback

CISCO
CCNA
CCNP
CCDA

Juniper Network Infrastracture
JNCIA-WX
JNCIA-EX
JCCIA-ER
JCCIS-SEC

Genband

Product
CS2K-C20-C3-G9-S3 (SBC)-SP2K

Experts
Installation&Integration
Operation support&Migrattion

Integration SW
Number Portibility&CDR mediation&Web services&Reporting tools.

Nortel DMS Family

Nortel DMS Family
Nortel Passport Family
Nortel GSM and Wimax Products
Nortel NGN Family
Nortel Transmission Systems
Nortel Data Family (BCM, etc.)
GENBAND NGN Family

Solutions & Products

www.servisnet.com.tr

Our Solutions

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Telecom
NGN switches, Broadband Networks , Transmission systems

Software
Integrative softwares for telecom industry, mobile sofwares

Network
Design and installation of Data and Voip based networks

Data
Data Center designs and turn-key projects.

Services
Professional technical service support after projects.

Consultancy
Sofware, Data infrastructure, Telecom Service Consultancy

Network
Services

1 Virtualization, storage&back up, consultancy and services.

2 Data and Voip based Network solutions analysis, designing, installation and Network Optimisation.

3 Network & System Consultancy, Designing network architecture based on the client's needs

4 HP UX, Oracle Solaris, Redhat Linux OS system management, installation, management and troubleshooting of all types of domains with server control (MAIL, FTP, HTTP, WINS, DNS)

Data
Center
Services

1 **Consultancy**
Data Center design consultancy and project management with Certified employees (DC Design avareness-DC Professional) based on the customer's needs.

2 **Physical Infrastructure**
Measurement, installation and service of the components of Data Centrer infrastructure.

3 **DC Power Infrastructure**
Determining architectural insufficiencies in terms of DC, installation and service.

4 **DC Air Conditioning Infrastructure**
PUE calculations and determining the cooling systems that are needed, their installation and service.

5 **Remote Monitoring & Control**
Remote monitoring and control of data centers with surveillance solutions developed by Servisnet R&D increases the system efficiency.

6 **Service Support**
Technical support and service 7/24 after the project.

Professional
Telecom
Service
Solutions

IPDSLAM ADSL-MSAN, NGN (Huawei-Genband),
Transmission Systems Service 7/24 support and
integration softwares.

1 Network and system integration

2 Project Management
Proactive network monitoring
7/24 Service and operation support

3 Network Auditing Services

4 Regional service organizations
Effective Project management

5 Remote professional services
(upgrades, migrations, problem
solving,..)

6 Customer trainings

Software
Solutions

As Servisnet, we determine the needs of our customers, especially in terms of the Telecommunication sector, select an H/W configuration best suited for their needs and create competitive solutions for all database platforms. We support our projects with added-value products which are developed by software R&D.

1 Software consultancy

Developing and documenting the software architecture of Telco projects. Technical and management support throughout the project.

2 Integration softwares

With our experienced engineers in Telecom, recreating and integrating softwares based on the client's needs. (CDR Mediation,LDAP,Number portibility,Emergency calls , Reporting tools etc.)

3 Mobil applications

Developing Android and IOS based softwares.

4 Packet softwares

Project management, storage&inventory, report softwares.

Our Portfolio

DATA

M2M technologies Remote monitoring & controlling systems

NETWORK

Juniper
Cisco
Bluecat
Huawei
Rethat Linux
F5 Networks

SOFTWARE

LI(Lawfull interception)
Web Services
Site Audit&management
Warehause&Inventory

VAS Solutions

LBS (Location base services)
Retailnext instore analtics
Ameyo Contact Center

RetailNext
Comprehensive In-Store Analytics

Reference Projects

NETAŞ ⊙ GENBAND NGN Support Australia Optus Migration Japan NTT Support Myanmar MTT installation İsrail Telefonica Jajah Support	**Vodafone** Management of Energy&DC values in all Vodafone Data Centers	**ŞİŞECAM** **Şişecam** Remote environmental control of datacenters of all Sisecam Factories
TFF e-ticket project : Central Monitoring &managing all related devices for TFF stadiums	**TÜRKSAT** *İletişim herşeydir* Genband NGN Integration software. CDR Mediation,Number Portibilty,Reporting,Emergengcy call tools.	**avea** **Avea** Project Follow-Up software (Truva) RF Audit Software+ Maximo Integration Web defect loss and follow up program

Referance Projects

PLUSCLOUDS	**Nokia Siemens Networks**	**Vodafone**
Design and application of H2B Plusclouds cloud services.	3G Vodafone GSM Network installation with NGN products.	Vodafone fullsite audit project
UkrTOWER	**GİSAD**	
Rollout project management software.	Provides technical support since 2007 for the operation of NGN network installed for GISAD that serves to enterprise customers.	

TÜRK TELEKOM DMS SWITCHES MAINTENANCE PROJECT

7/24 technical support to 326 nation-wide PSTN/DMS switches that serve to 7000K/2000K ports (line and trunk)
SW upgrading
Troubleshooting and fault management
Training and documentation support

TT MBU (CENTRAL MAINTENANCE UNIT) PROJECT

With the purpose of operating the 326 public type DMS switches owned by TT from 5 main centers and maintaining alarm and performance monitoring, SERVİSNET operates the network of these switches which is comprised of unix, linux, windows server, various routers/switches and database types and also provides technical support since 2004.

TT SDH PROJECT

After the completion and comissioning of 7000 NE installation in 41 cities subject to TT SDH project that SERVİSNET started in 2001, technical support for these network elements (NEs) is being continuously provided since that year.

ADSL-IPDSLAM Network service support

Provide technical support to Türk Telekom's Huawei Broadband Access network which has a capacity of 1000K ports, 2000 DSLAMs and 32 SSGs

Regional operation and maintenance support to totally 10 regions within the working hours

Second Level Support

7/24 Call Forwarding Support

First Level Technical Support for MSAN

Training Support

Huawei NGN Technical Support Network service support

Technical support to Türk Telekom's Huawei NGNs in 12 regions

Regional operation and maintenance support within the working hours

7/24 First Level&Second Level Technical supportSecond Level Support

NETAŞ

Netaş/Nortel Networks DMS/CS2K International Projects;

Commisssioning-Integration-BCS Upgrade-TAS Support for Turkey, China, Bangladesh,
 Morocco, Tunisia, Egypy, Saudi Arabia, Azerbajan, Russia markets (On-site and Remote) since 1990 upto 2011
Performance analysis and Service support.
Training for Telco Engineers of Banladesh, Morocco, Russia, Kazakhistan, Azarbaijan at Turkey and on-site.

Genband NGN International Projects;

 Japan NTT Project; C20 lab preparation and configuration (On-site)
 Myanmar MTT Project ; C3-G9-SBC integration and commissioning (On-site)
 İsrael Telefonica Jajah C3-G9 operation support (Remote)

Genband DMS, CS2K to C20 NGN Migration Projects;

Ausatralia Optus Migration from Nortel DMS/CS2K platform to Genband C20-G9 NGN platform .
          Started at May, 2013 and still going on. (Remote).

GENBAND NGN Equipment Family Support
Experience for Genband NGN Products: C20, C3, G9, SBCSP2K

Make a Difference
Add value
&
Keep Customers Happy

CONTACT US

Istanbul Head Office

Servisnet Telekomünikasyon Hiz. San. ve Tic. A.Ş.

Varyap Meridian - Barbaros Mah.Dereboyu Cad.
Ardıç Sok. A Blok Da 22 West Ataşehir, Istanbul

Tel: +90 216 501 0313   Fax: +90 216 501 0315
 E-mail: info@servisnet.com.tr

Istanbul Teknopark R&D

İstanbul AR-GE 2.block Floor : 2
No : 204-205
Kurtköy/İstanbul

Tel : 0 216 999 96 70 - 71

Ankara Branch Office

Kavaklıdere Mah. Cinnah Cad.
Göreme sk. Sedef Apt. No:8/9
Çankaya/Ankara

Tel : 0 312 418 90 00