

An introduction to AzteQ Solutions

AzteQ Solutions specialises in the provision of managed field services; project managing highly proficient IT engineering resource, for the installation of network cabling, IT hardware such as PCs, printers, servers, software upgrades, as well as EFTPoS credit card and EPoS terminals with associated ancillaries. Installations are provided as part of a rollout project or as an ongoing site support service.

Primary Activities

Desktop Services: Rollout projects and incumbent support (hardware and software installations)

Network Cabling:

Rollout projects and incumbent support

Broadband connectivity:

Rollout projects, network cabling, headend and hardware installations

Laser & Wireless Bridge Installations:

Remote building connectivity

Installation Services

AzteQ operates a formulated project management methodology, specifically designed for our working system. It ensures that projects are effectively risk analysed, planned, scheduled and controlled. They are therefore completed on time and within budget.

Installation services provided include:

- MADC/IMAC services
- Network Cabling
- Terminal (including EPoS and EFTPoS) installations
- PC & Server implementation & deployment
- Software & Hardware implementation & upgrade
- Hardware installation and maintenance services including digital signage, LCD/plasma screens, kiosks, interactive whiteboards, RFID, ATMs etc.
- Printer installs, incorporating configuration and assignation
- Remote building connectivity – wireless & laser technology
- Wireless LAN
- CCTV over IP
- VoIP
- Site surveys
- Asset recording

For all services, we can provide a Communication Program, which can include undertaking telephone site surveys and to book engineer visits with users to effect the service provision and to meet specified schedules. Additional telephone services can be provided, if required.



Quality Assurance

AzteQ Solutions is an ISO accredited company, and operates to the requirements of BS EN ISO 9001:2000. The AzteQ Solutions' Quality System has been documented using Ten Performance Manager, which is a business modeling program. This enables a fully integrated electronic system, accessed through the Company network. The following are documented:

- Company Processes Diagrams
- Forms
- Responsibilities
- Strategy
- Objectives
- Initiatives
- Key Performance Indicators

Target Metrics Management

Target Metrics are achieved through the management control of the operational process. This includes activities such as scheduling of engineers, site visits, constant liaison between engineers and internal coordinators (from confirmation of receipt of daily activities, through to confirmation of call and call closure). Target Metrics are monitored utilising our scheduling process.

Engineer Vetting

Suitable engineers are assessed utilising a skills matrix (as part of our quality assurance procedures) and project overview description, to ensure full field engineering competence. Furthermore, engineers utilised by AzteQ have their references verified and may be CRB, HM Treasury and credit checked using online disclosure services.

Management & Admin Support

We provide all necessary staff, including a contract manager for one point of contact for the customer, administration staff for user communication and engineer co-ordination, activity closure and engineer support. Furthermore, if required, we can link in with the customer's software to acquire activity information, in order to disseminate activities to the field.

Engineers on Site

Engineers are regarded as brand ambassadors and consider this in all actions undertaken.

They are expected to arrive on site in a timely fashion. Any delays on route result in a phone call to the co-ordinator, with an explanation and e.t.a. As a matter of course, all engineers are contacted prior to site attendance.

Engineers are smartly dressed to correctly represent our customer's business.

All engineers are expected to liaise with the end client in a friendly, helpful and good-humoured manner.

All referral calls from site are made via the engineer's mobile.

Co-ordination & AzteQ Job Management System; AJaMS

AzteQ utilises a fully integrated real-time web based management system (AJaMS), which is visible to customers and staff via a secure password. Once installation advice has been sent to AzteQ, the jobs are uploaded on the system and the engineers allocated. The jobs are then visible to the engineers by viewing their own web portal, prior to installation activities.

The engineers organise their own routes, and close down each job in real time via a phone call; this information is then added to the web as it happens giving our customers a real time job closure system.

End of day/end of week report can be supplied according to customer requirements. Further customised activities, including KPIs can be incorporated accordingly.

Typical Projects

Server installations

AzteQ has successfully completed 3 distinct but linked projects, managing in excess of 30 engineers at approximately 350 sites across the UK, in order to carry out site surveys, deployment and server racking installations.

The survey requirements included site attendance in order to conduct surveys in the Comms rooms, with a view to installing new servers within. Also included was the logistical handling, including the collection of equipment from FSL for delivery to site. Thereafter, the engineering teams were then responsible for cabling, patching, racking & software builds. All packaging etc was removed & returned to FSL for disposal. All activities were conducted to the customer's exact standards and documentation.

Patch installations

To aid deployment tracking, engineers labelled each successfully upgraded workstation and identified those where problems were experienced that prevented successful completion. Each workstation identification number was then entered onto an asset log, which was faxed to the co-ordination team at the end of each shift. Engineers then acted as a 'floorwalkers' at each site on the day following deployment. The local business contacts were requested to maintain an awareness of any problems experienced whilst the floorwalkers were present, to ensure as many issues as possible were resolved without the need for re-visiting the site. The floorwalkers reported all problems and actions taken to the customer's overall co-ordinator.

Terminal Installations

AzteQ has completed a complex project which included the provision of a project management/co-ordination function, including administering the logistics management, concerning the de-installation and installation of terminals at approximately 2000 specified end user sites.

The project also involved earth loop impedance testing and on-site terminal training for the end users, at installation. The rollout was completed over a nine week period, on time.

Printer Installations

AzteQ has also completed an installation project, requiring the management/co-ordination function, including administering the logistics management, for the installation of printers, at approximately 280 sites across the UK. The project also involved procurement of all materials for data and power cabling requirements and help-desk liaison during configuration and on-site testing.

Terminal installations

Site surveys over 80 sites across the country. Site installation including cabinet, data cabling and power installation. Hardware and terminal installations, including hub, router and power box. Project includes provision of a project management/co-ordination function, including administering the logistics management. The project also involved procurement of all materials for data and power cabling requirements and customer liaison during configuration and on-site testing.

Broadband Terminal Installations

Assistance to customer with head end building & testing. Installation of equipment into IDF locations, installation of Ethernet IRM's, placement and connection of customer terminal, patching of customer network and testing of signal tone. Where necessary, including network cabling.

Front & Back Office Installations

Approximately 30 lead engineers were utilised UK wide, visiting over 300 sites for a major retail chain, to install PCs and Servers during OOH. Activities included on site responsibility to ensure additional engineering resource installed tills (up to 23 in stores) and thereafter providing connectivity to the server, according to prescribed procedures.

For more information about this, or any of our other packages or services please contact us.



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