



# What are Professional Services?

Our support engineers are ready to assist you telephonically on a 24/7 basis. All requests will be logged on our ticketing system to serve as a reference. An escalation process is also in place to ensure issues are resolved as soon as possible. These requests are ad-hoc and no prior contract will be required.

With three6five Professional Services, you remain responsible for your own network, but have the option of leveraging the skills of a team of vendor-certified engineers. It's up to you to decide where you would like three6five to assist.

## HOW DOES IT WORK?

three6five Professional Services will allow an existing or new customer to log an ad-hoc service request for assistance. This gives you the ability to use three6five as an escalation point for any network, security, optimisation, subscriber management, or WI-FI related issues.

## SCOPE

Whether you need a quick answer to a specific question or help with more complicated issues, our engineers are ready to assist. All levels of technical services are provided remotely or on-site, on request.

Our services include:

- Consult
- Design
- Audit
- Implementation
- Maintenance and support
- Network and software development
- Surveys
- Optimisation

## BENEFITS

Advanced skills and extensive industry experience allow us to make recommendations that permit for quick and informed decisions about the technical and commercial obstacles related to your network infrastructure and services.



Formed in 2009, three6five delivers world class professional network services to enterprises and carriers across Africa. We pride ourselves on a rigorous approach to IP services that satisfies our customers' business needs.

As an end-to-end IP network and systems solutions provider, three6five has the technical skills to design, supply, upgrade and build resilient networks. Best-of-breed products from leading vendors provide us with the equipment and infrastructure to monitor, maintain, support and secure those networks now and into the future.

**three6five**  
empowering african communication