



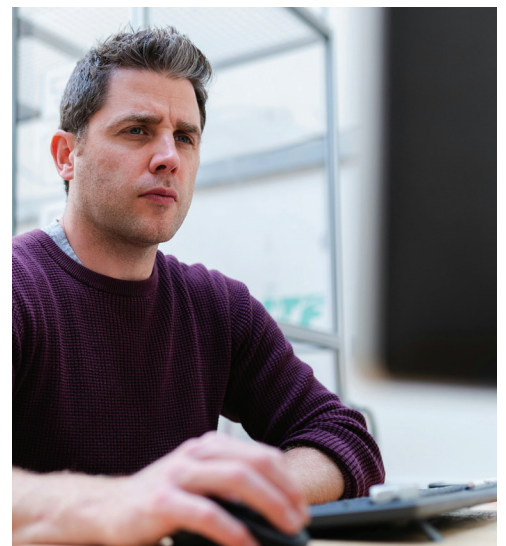
Remote Engineering Services

Benjamin Franklin once advised a fire-threatened Philadelphia that, "an ounce of prevention is worth a pound of care." As network operators, we certainly know that preventing network emergencies is far better than fighting them. Nobody wants to make the news for an outage or breach. Kore-Tek is here to be your first line of defense.

Remote Engineering Support staff are your network operations lifeline

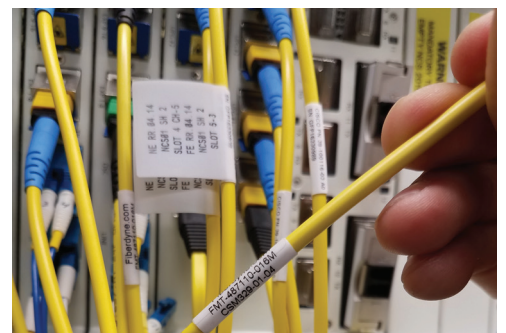
Kore-Tek's remote engineers are optical specialists who know the ins and outs and pros and cons of network decisions and are here to solve problems. Since no two networks are the same, we're relied on for our years of service, knowledge, flexibility, and expertise with the range of OEMs and architectures.

With Kore-Tek, we are here to support you on your terms. Our Remote Engineering Support staff are optical specialists, skilled solutions architects, and network planners who are at the ready to support your needs, challenges, and budget. We are available on-demand and at your fingertips. We work with what you already own, will advise when planning or troubleshooting, or simply fill in the gaps as needed. Our team is your team. Whether that's for troubleshooting, consulting, or training, count on us.



Here are the common Remote Engineering Services we deliver:

- Tier 2 & 3 technical support/Q&A
- Creating Methods of Procedures (MOPs)
- Alarm troubleshooting
- Advising field staff on adds, moves, and changes
- General network consulting
- Planning & design
- Vendor selection
- BOM building
- Staff training



Investment in peace of mind

The expertise, guidance, and problem-solving from Kore-Tek engineers are just a phone call away. Stay ahead of the game, avoid catastrophes, and ensure optimal network performance with on-demand remote support. Here are some of the ways our team can help you:

- Give guidance on architecture decisions, BOM building, and vendor selection to solve unique network design problems
- Staff tier 2/3 technical support and advise specific tasks such as troubleshooting or adds, moves, and changes work
- Provide training or support to new and existing staff
- Offer a more cost-effective and hands-on support team compared to typical OEM support
- Fill the gaps in your talent pipeline to augment your staff expertise and bridge resource gaps

Wondering if Remote Engineering Support services are right for your business? Consider these questions.

- 1 You've just invested in a new or upgraded network, but is your team ready to support it?
- 2 Do you have time or people resources to manage the day-to-day?
- 3 Are your vendors overcommitted, or have you found the equipment you've installed may not be their area of expertise and you are not receiving the service levels needed?
- 4 Are you considering augmenting your network and want a vendor-neutral advisor who will consider the changes needed and identify a solution that fits your unique requirements based on your staff, systems, and processes?

Choose Kore-Tek

Our staff are among the most skilled and trusted in the industry. With an average tenure of over five years and an average experience of over 20 years, the team is ready to bring its rich network and optics knowledge to you.

At Kore-Tek, we are committed to delivering reliable, proactive, and cost-effective support for your critical network operations. This allows you to focus on your core business, stay ahead of challenges, and achieve your business goals.

Learn more about Kore-Tek NOC Services at www.Kore-Tek.com.

Founded by optical network specialists, Kore-Tek is widely recognized for their unparalleled expertise in critical network infrastructure, providing everything from fiber network architectures to multi-technology optical networking, routing and switching implementations.

Trusted and credentialed by major equipment manufacturers and technology service providers — and backed by decades of experience — Kore-Tek engineers have planned, designed, and managed some of the most relied-upon public and private networks in use today, improving network operations and making complex, next generation digital transformations, simple.

Businesses depend on networks. Network professionals depend on Kore-Tek.

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April 2024