



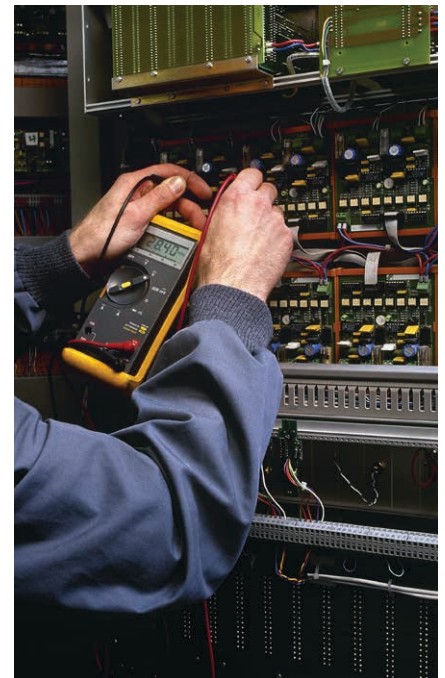
Front-Line Maintenance Services

American psychologist Abraham Maslow, creator of Maslow's hierarchy of needs wrote, "If the only tool you have is a hammer, it is tempting to treat everything as if it were a nail. Networks are prone to several issues, need constant maintenance, and require intimate knowledge of various platforms, components, and equipment to stay online and operational. As per the quote, having a Swiss Army knife is often more valuable than a single tool.

Front-Line Maintenance services provide more hands and know-how

Boost your network's performance and resilience with Kore-Tek's Front-Line Maintenance services. Our skilled field engineers provide hands-on, on-site support to keep your network up and running at its best. Whether it's swapping hardware components during unexpected failures or managing physical adds, moves, and changes, our team is ready to keep your systems running smoothly and users satisfied. With a nationwide reach, our engineers can be dispatched and on-site within 4 hours, ensuring timely intervention when and where you need it. Plus, our 24/7/365 emergency services offer peace of mind, knowing that expert assistance is always available to mitigate risks and maintain business continuity.

Front-Line Maintenance services seamlessly integrate with our other managed services (Network Operations Center and Remote Engineering) by providing comprehensive support for troubleshooting and resolving network equipment issues. Stay proactive and one step ahead with our best-in-class managed services, ensuring your network's performance and reliability are always at their peak.



Here are the popular Front-Line Maintenance Services we deliver:

- Network audits
- Troubleshooting, break-fix, and repair
- Routine & preventative maintenance
- Installation and replacement
- General network consulting

Trust in optical network specialists

The skilled Kore-Tek field engineers are there, on-site, to provide additional hands where needed most and keep your network running strong. Here are some of the ways we can help you:

- Meet customer SLAs and improve network uptime
- Support an influx of projects and competing priorities from different parts of the organization
- Augment the skills and knowledge of existing staff
- Ensure projects are completed on-time
- Improve the bottom-line or cost pressures with quality, outsourced staff

Are Kore-Tek's Front-Line Maintenance services right for your business? Consider these questions.

- 1 Has your network experienced unacceptable levels of downtime?
- 2 Are your staff overwhelmed, overcommitted, or undertrained?
- 3 Are you having turn-over or recruitment challenges for field staff?
- 4 Have you recently implemented new technology that is challenging your team?
- 5 Do you see shifting priorities within the organization causing workload or prioritization concerns?

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 Front-Line Maintenance 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.

© 2024 Kore-Tek Technologies LLC

225 South Sixth Street, Suite 3900
Minneapolis, MN 55402
Kore-Tek.com

September 2024