

Carriers of Value

AMERICAN TELESIS
Private Line & Network Specialists

Fiber facilities among the primary IXC carriers all have similar characteristics as defined by the end-user. They all give you the desired bandwidth, similar Mean Time Between Failure (MTBF) rates as well as similar restorable characteristics on an OC or fiber level, POP-to-POP.

Differences are found in defining which carrier has facilities in which cities, POPs and cross-connects with specific other carriers. This information has a dramatic impact on the bottom line cost of the circuit and its components. Further distinction can be found in their provisioning and maintenance of the IXC, loops or cross-connects. The amount of paper that is passed between the carrier's various departments and ultimately the carrier and the Local Provider for the loop, is typically where the breakdown is experienced. We choose the carrier based on all of the above considerations, and then we go about mapping out their internal processes including names, numbers and escalations for all their departments.

American Telesis manages the carrier's processes, orders the loops electronically with the Bell Company or CAP provider and coordinates the CFAs and hand-offs. This insures the circuit is turned-up in a timely organized manner. Maintenance of all pertinent circuit design information becomes invaluable in performing on-going support or changes to the circuit. We developed proprietary software to manage our information dissemination and keep a full-time programmer on staff whose sole responsibility is to be constantly identifying software solutions to improve our tracking management. Our AmTel™ software provides easy and efficient access to every possible piece of information a circuit pricing-analyst, provisioner or maintenance technician requires.

The AmTel™ provisioning tracking component gives each team member access to their circuits and identifies all the key dates for every segment of each circuit's turn-up process. This ranges from Order Received Date, to Customer Committed Date, to Designed, OCD, CFA, FOC, DLR and finally the Installation Date. Each category has preprogrammed anticipated due dates that will turn yellow, orange or red depending on interval status. Color-coding is the easiest way to notify all of a pending due date or potential missed date. Our provisioners are evaluated based on the percentage of on-time circuit deliveries, regardless of the type of circuit.

Maintenance has the most elaborate software. When an end-user does not have their circuit ID numerous fields can be searched to identify the circuit. All notes are time and date stamped and can be printed in any order. Old tickets can be reviewed to see if there have been any similar issues. There are speed dial functions in every screen for the NOCs, all the key contacts and the equipment vendors on both sides of the circuits. Escalation names and numbers, from first level to fifth level, are only one click away. Network maps developed in Visio are scanned into the software for the more complicated networks so that the technicians can access them from anywhere in the database in three clicks or less.

Knowledge is Power! Its proper distribution to a highly trained and focused staff results in a level of expertise that is unmatched. Our customized AmTel™ maintenance software, the most information-intensive, customer-oriented, user-friendly package in the industry provides our employees with all the information required to support and retain our clients.

Since 1992 we have focused on Wide Area Network solutions utilizing a Complete Suite of Data, Ethernet and IP Products, from Private Lines and Frame Relay, to Dedicated Internet and IPVPN/MPLS along with Managed Services and Specialized Private Lines including Ring Downs and Hoot'n'Holler Networks.

If network uptime and performance is important to you
and you would like to get answers to your questions in one call,
then you need specialization, not all things to all people.

Innovative • Dedicated • Progressive

800.297.1122 American-Telesis.net

All information © 2008 American-Telesis



Complete Suite of Data & IP Products | Facilities Based Carrier • Proven Track Record • Established in 1992