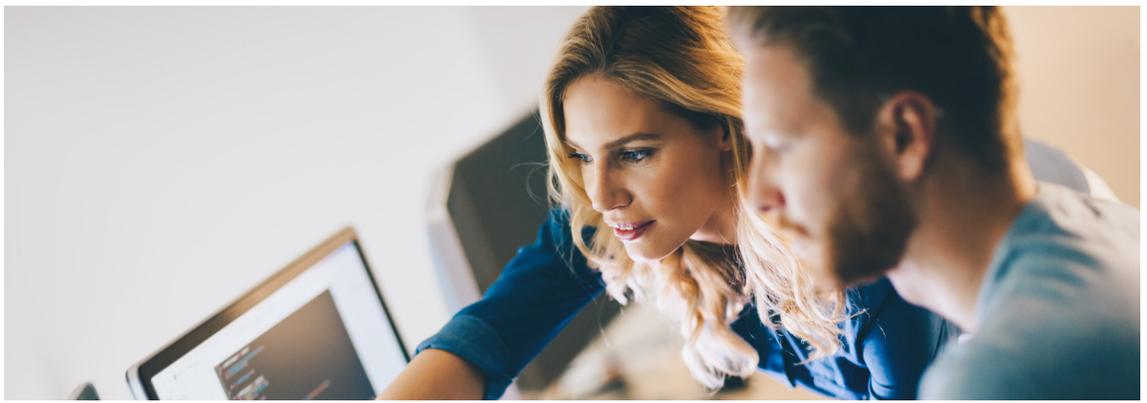# Project Management & Deployment Services

Velocity's project management methodology allows us to develop a seamless deployment strategy that minimizes both timelines and costs for your enterprise.

VELOCITY AT A GLANCE

Single Provider Accountability
We are the ONE partner for all of your telecom service and support needs.

24/7/365 NOC + Call Center
U.S -based call center providing around the clock support. Our average call answer time is < 60 seconds.

Field Tech Support
5,500 certified technicians nationwide.

Questions? 419.868.9983

Our project managers handle every stage from development strategy to implementation

Velocity's unique four-step project management process enables us to work with your business to create a customized strategy that can cut back on the time it takes to install and implement new services or systems. And, you won't have to settle for the service you don't want: Velocity has a vendor-agnostic approach and will partner with the service provider of your choice. Once the solution has been reviewed by experts and approved by you, then the service or program is planned and installed. You'll have an assigned project manager to help you every step of the way and local technicians who are recognized as experts in their field.

Furthermore, our team works with your company's IT environment, correctly installs your solution while protecting your current investments, and ensures everything runs efficiently and as intended. Velocity then offers monitoring and support as the final step.

What's Included

Project Management Services
- Planning
- Project procurement
- Project financial management
- Site coordination
- Status reporting
- Risk/Issue management
- Resource management

Equipment and Solutions
- Internet circuits and phone lines
- VBAND® router
- Digital signage
- Free-to-guest TV/ Hotel TV services
- Managed guest Wi-Fi
- Telecom Expense Management
- Imaging printers

4-Step Process

1 Discovery & Scoping → **2** Planning → **3** Configuration → **4** Execute

Benefits of Enterprise NOC + Call Center Support Services
- Projects are delivered on time, on budget, and to the customer's agreed-upon specifications
- Once the project is completed, we will continue monitoring and supporting your project to ensure the equipment, system, and service work as intended
- Customized service to meet the timeline your business requires to run smoothly

Frequently Paired Offerings

- **Repair Depot –** Access to professionally trained and certified technicians who repair devices quickly—extending the life of your equipment

- **On-Site Technicians –** Access to a reliable network of 5,500 skilled IT technicians who can be trained to fix your custom equipment and systems

- **Digital Signage –** Display your customized message to boost engagement and interaction using our digital assets such as story walls, video walls, digital posters, and kiosks

- **Managed Network & Data –** Monitors, supports, and troubleshoots your IT environment to keep your business running smoothly