



COMPANY PROFILE



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1. Corporate Presentation

NB SERVICE was founded in 1983 with the aim to promote products and services in networking and data communications, since then it offers its customers a wide range of products that starts from cabling infrastructure (copper, fiber, wireless) and includes enterprise networks implementations based on Virtual Lan and built-in firewall.

NB SERVICE success on networking market is the result of a careful trade policy in order to identify customer's real needs and design the most technologically advanced and reliable solution.

The flexibility, the constant effort and competitiveness, combined with the quality of service represents our strenghts for more than fifteen years. Satisfaction and safeguard customer investments are always on top.

2. Mission

- ✓ Sell products, implement technologically advanced solutions carefully tested in networking and telecommunications.
- ✓ Collaborate with the client, establishing a partnership during the time of the communication infrastructure.
- ✓ Provide design and strategic consulting to find a solution to all the problems for both local and geographical connectivity in the company .
- ✓ Take charge of the corporate network management through targeted outsourcing proposals.

3. Customer Care

NB SERVICE wants to highlight that customer care is at the top of its values. A tool-free number has been established, it represents the starting point to a customer care system that can be according to the needs of the customer.

4. Products

The choice of the brand and the models that are proposed to the final customer is the result of a constant and continuous selection of innovative products that the market offers daily.

Customer satisfaction has always been part of NB Service's working method: in fact the logic that underlies a proposal of a network system is based on factors such as reliability, scalability, security and protection of evolutionary investments.

5. Engineering

In the context of communication technology NB SERVICE offers:

- ✓ Feasibility Study
- ✓ ROI Analysis
- ✓ Planning
- ✓ Architectural Re-engineering
- ✓ Layout on IT support
- ✓ Equipment providing
- ✓ Project Management
- ✓ Implementation of plans
- ✓ Certification and testing

6. Services and Consulting

- ✓ Technical consulting and service contracts
- ✓ 24 x 7 Network Operations Center (NOC)
- ✓ Customised Help Desk services
- ✓ LAN e WAN Check-up, Problem Solving , Performance Evaluation
- ✓ Security Management e Firewalling
- ✓ Vulnerability Assessment
- ✓ Forensic Analysis
- ✓ Remote/Local Network Monitoring
- ✓ Evaluation of tenders
- ✓ Training

Our technicians' certification, combined with the continuous updating of the entire NB SERVICE staff, is to be considered useful to understand customers' problems in advance, as well as being essential for technical support services and education.

7. Outsourcing Management

NB SERVICE, thanks to the expertise, can take full responsibility for all the networking issues that are not considered strategic by customer due to the nature of its business.

8. Core solutions

✓ Monitoring systems and management Ticketing systems

Our mission is to simplify the control and use of computing resources for the user and for the business.

We know what customers want: Simplicity.

We have been developing a custom Host Monitoring Service with the aim of providing timely information on the failure or disruption to the network manager. In this way we can activate hardware maintenance procedures and perform the intervention of the technical support system, moreover we can completely manage the network, the system and offer a real time service.

✓ Wireless Networks

Integrated systems that allow the creation of local and wide area networks, exploiting different connection modes: from the radio frequency to the most innovative laser technology.

✓ Data Center

It is the strategical part of the company, the compartment that houses a large number of equipment and infrastructure, and that represents main bandwidth issues, cabling issues, cooling issues, and security issues.

NB Service, through the collaboration of the best companies in every industry, is able to follow the project at every stage up to the end.

✓ Network Security Management - internal and external Firewalling

Both issues are solvable thanks to integrated hardware and software systems according to the specific safety needs and security level that the customer requires to achieve.

9. Partnerships

NB SERVICE establishes partnerships or distribution agreements with manufacturers that comply with precise requirements in order to maintain high standard quality satisfy customers' needs.

Manufacturer	Products	Trade Agreements
Alcatel Lucent	Routing/Switching LAN, PBX	Certified Partner
Cisco	Routing/Switching LAN	Certified Partner
Genesys	Call Center	Certified Partner
Avaya	Wave (Wireless) LAN	Certified Partner
Huawei	Routing/Switching LAN, PBX	Certified Partner
Brocade - Foundry	Routing/Switching LAN	Certified Partner
Juniper	Switch - Firewalling	Certified Partner
Infoblox	DNS Management	Certified Partner
Essentia WiFelss	WiFi systems	Certified Partner
Riverbed	Traffic Optimiser	Certified Partner
Aruba Network	WiFi systems	Certified Partner
Checkpoint	Firewalling	Certified Partner
Fortinet	IDP	Certified Partner
MRV	Laser Tecnology	Certified Partner

Other Brands:

Allied Telesyn	Hub e Switch
SMC	Hub e Switch
Wizlan	Multiplexing
Vidyo	Videoconference
Motorola	Multiplex, Modem, WiFi
Network Peripherals	Full Switching LAN
EDS LAN	Cabling

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