



AGILE | SMART | FAST

# VEI GLOBAL CAPABILITIES

**A Trusted Deployment Partner For Consistently  
Delivering Global IT Roll-Outs**



Wi-Fi



VoIP



LAN/WAN



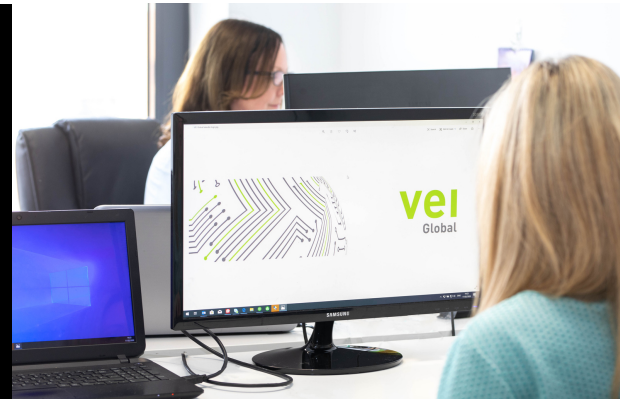
Managed  
Services



Support  
24/7

**vei.global**

## VEI GLOBAL OVERVIEW



VEI GLOBAL HAS EXPERTISE DELIVERING END-TO-END PROJECTS FOR LARGE RETAIL, HEALTHCARE, FINANCE, HOSPITALITY, CUSTOMERS THAT HAVE MANY SITES SITUATED IN MULTIPLE COUNTRIES.

VEI Global, deliver these projects on a worldwide scale. We achieve this through our own directly employed team and also the extensive partner network that we have on-boarded over the past 10 years.

Productivity, faster response times, reduced cost, increased profitability and improved customer service levels.

This short overview on Vei Global, details our capabilities, skillsets and our reference customers.

- 'Partner-only' indirect support model – White label services
- Global IC – Integration Centre 'Secure Staging Area'
- Multi-vendor, Multi-technology services
- Global Logistics
- Tailored SLAs - Fix, Response & Advanced Replacement
- European & US coverage
- Staff Augmentation
- Short/Long term assignments
- Resource Gaps
- Complex Projects
- Large scale staging
- 24/7 Service Desk & NOC
- Global Operations Centre (GOC)
- Global On-Site Field Tech's
- Remote Engineering Support
- Incident Management & Resolution
- Replacement Hardware Logistics
- End of Life hardware support
- Asset Management (inc. Recovery, Disposal & Returns)
- Vendor Software Support & Technical Support Management

## VEI GLOBAL SERVICES

VEI Global provides professional and maintenance services for the installation, implementation and continued support of Voice and Data technologies.

We have a highly certified and experienced engineering team. We specialize in IPT/Unified Communications/LAN/WAN/Wi-Fi/Contact Centre/Call Recording. All engineers have considerable multi-vendor voice and data skills and experience working with routing/switching/firewall and networked sites across customer WAN environments. Our team have considerable experience in delivering multi-site, network transformation and technology refresh projects.



### Engineering

- Secure Staging and Testing Centre
- Network Implementation projects
- Engineering & Project Management
- Application, Configuration & Integration

### Consultancy

- Pre-sales network design
- IP Telephony & Contact Centre Consultancy & Design
- Training - End User - Contact Centre Applications - System Admin

### Maintenance Services

- Ongoing Support & Systems Maintenance
- Fully Managed Services
- Remote Helpdesk Support & Services
- Remote Alarm Management

### Integration Centre (IC)

VEI IC is an extensive facility customisable for any multi-site global rollout project. The facility provides the following services:

- Staging - All network equipment be racked and staged at our secure location.
- Configuration - Equipment. e.g. routers, switches, Wi-Fi controllers can be pre-configured in advance to batch load activity for large rollout projects.
- Testing - We can conduct UAT/acceptance testing on all infrastructure equipment.
- Shipping/Logistics - From our facility we can ship all the equipment globally through our distribution network.



## SUPPORTED VENDORS/SYSTEMS

*WE SUPPORT A WIDE RANGE OF GLOBAL VENDORS AND SYSTEMS*

### DATA COMMS

Aruba  
Cisco  
Meraki  
Ubiquity  
Ruckus  
HP  
Extreme  
Hewlett Packard  
Palo Alto  
Fortinet  
Z Scaler  
OpenStack  
VMware  
Microsoft  
SilverPeak

### VOICE

Asterix/Hosted  
Cisco  
Siemens/Unify  
Mitel  
Call Account Software  
Proteus  
Ringmaster  
Oak call logging  
Nice Recording  
ASC, Carina  
IVR  
SMS Gateways

### SERVICES

MS Teams  
Network Mgt Software  
Cloud Contact Centre  
Cloud IP PBX  
Cloud Voice Recording  
Web Collaboration  
Unified Comms  
Audio / Video  
Conferencing  
Telecomms & Data  
Audits

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## EUROPEAN AND REST OF THE WORLD COVERAGE

*Our primary core team of field engineers are based across all of Europe. However, in recent years, our coverage has expanded to many other countries, including China, US, South Africa, Middle East and Australia.*

*We have vast experience delivering multi-site, multi-country projects within budget and within specified timelines.*

*Our contracts are managed centrally in Ireland & the UK, from our Projects Office and GOC with strict adherence to ITIL aligned processes and procedures. From our GOC we provide remote monitoring, troubleshooting and proactive resource management to Irish, UK, Europe & Rest of World locations on behalf of our customers.*

*Our directly employed and experienced partner networks allow us to provide tailored solutions and our experience ensures we consistently deliver and exceed on our commitments. VEI provide on-site in-country technicians/engineers with local and English language skills.*



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## REFERENCE CUSTOMERS - OUR GLOBAL PARTNERS

*We work with many vendor technologies and are certified to work with leading global brands.*



*Partnering with large-scale network providers and systems integrators when delivering critical projects for their end-customers.*



## PROJECTS AROUND THE GLOBE

### **Large Irish - European Retailer** with 400 stores across Europe & America

- WIFI deployment
- Circuit deployment
- WAN Transformation Delivery
- Onsite Support network store turn-up

### **Large American-owned car rental company**

- PSD 2 SCA deployment for 1,100 sites, 10 countries over a 6-week period
- GSM/WiFi deployment across 200+ sites for new online car check service

### **Large Financial Institution**

- Wi-Fi branch deployment
- Survey
- Cabling
- LAN/WAN connectivity
- Support

### **Sports Retailer**

- European wide
- Wi-Fi Survey, Installation
- Structured Cabling
- Branch and Head office in Herzogenaurach

### **Electronics/IT Retailer**

- Multimedia appliance installed in every store in one night
- VEI Global had 7 x PMs and 16 x helpdesk resources supporting the in-country installation teams





# vei

Global



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## VEI GROUP

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