



## THE SERVICE

**NETremote** is an enhanced Voyager Service designed to ensure a network incident is correctly diagnosed before an Engineer is dispatched to site.

## OUR LEVEL OF COMMITMENT

Voyager recognises that corporate communications are critical to the success of your organisation. Our Support services are designed to ensure that the network remains operational by complementing your internal capabilities with our engineering resource and expertise.

Our extensive in-house engineering capability underpins a broad range of on-site and off-site maintenance services, ensuring Voyager can tailor a support solution which meets your particular requirements.

As a Cisco Gold Partner, Voyager is continually audited to guarantee consistent quality. We are committed to ensuring these standards are delivered in all the services we provide.



## FEATURES AND BENEFITS

At customer request, Voyager engineers will provide extensive technical advice and assistance by directly viewing the network from the Voyager National Operations Centre (NOC).

- NETremote offers exceptionally fast response times to a network problem.
- NETremote provides remote & secure diagnosis of network related problems, enabling Voyager to analyse and perform tests and pin-point the issue at hand.
- Remote fault resolution negating the need for site attendance and restoring the system with minimal downtime.
- **SERVICE FOCUS** – Dedicated engineering expertise.
- **CALL LOGGING** – For tracking and accountability.
- **HOURS OF SERVICE** – As per customers requirements, up to 24x7x365.
- **RESPONSE** – Call back within 15mins.
- **FACILITIES** – Voyager’s own NOC, qualified Technical Support engineers.

### NETremote SUPPORT UPGRADE OPTIONS

Dial-up analysis upon initial logging can be offered, expediting the diagnostic process to ensure the timely dispatch of an engineer with the correct replacement hardware and a pre-determined resolution plan.

# Voyager understands that your network is now critical to the success of your business strategy.

## SERVICE PROCEDURE

To obtain the services of a Voyager engineer to resolve a fault and ensure that it can be dealt with as efficiently as possible, please follow the instructions detailed below:



1. Phone Contact Control at Voyager Networks Ltd on

# 0870 750 1066

2. Give your service agreement number.
3. Give your company name and address (including postcode).
4. Give your name and telephone number as the Company contact.
5. Give details of the site where the fault is suspected, if at a different site than detailed in step 3.
6. Give a brief description of the fault, including details of the product(s) affected and their respective serial number(s).

Voyager Networks' Call Control will arrange for an engineer to call as quickly as possible.

A banner image featuring a technician wearing a headset and glasses, looking at a computer screen. The background is a light green gradient. On the right side of the banner, the Voyager Networks Limited contact information is displayed in white text.

**Voyager** 

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