

Service Catalogue of SIP company

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1. Introduction

This document lists all the services provided by SIP LLC.

2. SIP LLC Catalogue of Services

No	Service description	Contact details	Contact details for escalation	Additions
1	Users support			
	1.1 Desktop PC support	Phone: 012 499 7202 helpdesk@sip.az	coordinators@sip.az	Solution of technical problems of PC users
	1.2 Desktop application support			Solving problems associated with the operating system, programs (Outlook, Adobe Acrobat and etc.)
	1.3 Peripheral equipment support (printer, scanner etc.)			Setup, installation and maintenance of PC devices
2. Network infrastructure support				
2	2.1 IP telephony setup and configure (Basic)	Тел. 012 499 7202 helpdesk@sip.az	coordinators@sip.az	Installing IP phones and solving problems with phones
	2.2 IP telephony setup and configure (Advanced)			Setting up a call manager, a router
	2.3 IP telephony support and configure			Configuration of the existing IP phone
	2.4 IP Telephony Migration/Upgrade			Updating of versions of the Call Manager, phone or reinstalling the system to a new server
	2.5 Network infrastructure cabling and patching			Working with calibration and network connections
	2.6 Network infrastructure documentation and labeling			Prepare detailed network layout, labeling, documenting connections and dependents
	2.7 Network infrastructure maintenance			Network planning and configuration of network equipment
	2.8 Network equipment setup			Connecting Network Devices (router, switch and etc.)
	2.9 Wi-Fi infrastructure setup			Working with the SSID of customers, planning Wi-Fi network
	2.10 Wi-Fi infrastructure maintenance			VLC settings and AP connection
	2.11 Video surveillance infrastructure setup			Installation of cameras DVR, NVR and etc.

	2.12 Video surveillance infrastructure maintenance			Checking the video surveillance system
3	Hardware (server) and Software (services) support			
	3.1 Server equipment installation	Тел. 012 499 7202 helpdesk@sip.az	coordinators@sip.az	Installation of hard drives, controllers (physical server parts)
	3.2 Server equipment maintenance			Monitoring of physical parts of the server-iDrac, iLo
	3.3 Application and software installation			Installing different programs on the server (OS, Exchange Service, POS, SQL и т д)
	3.4 Application and software maintenance			Checking services of work programs