



## /// NETWORK OPERATIONS, CALL CENTER & TECHNICAL SUPPORT SERVICES

### ► SECURITY

With USSI Broadcast and Network Services (USSI-BNS) as your outsourced partner, *complete* technical support is accessible around the clock - when you need it most.

### ► OPERATIONS

Our newly upgraded state-of-the-art Technical Operations Center provides complete monitoring, computerized tracking, call center and technical help desk support services on a 24/7/365 basis.

### ► EXPERIENCE

We have been providing high-level support to the largest broadcast, satellite, government and business networks for more than 20 years.

### ► RESPONSIVENESS

Downtime is not an option—for you or for us.

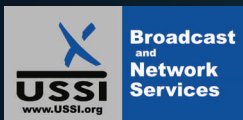
## PROVIDING YOUR BUSINESS THE SECURITY OF AROUND- THE-CLOCK MONITORING, CONTROL AND TECHNICAL SUPPORT.

USSI Broadcast and Network Services (USSI-BNS) is an industry leader, in providing remote operations, call center, and technical support for broadcast television, satellite providers, telecom, cable programmers, business television, VSAT networks and equipment vendors.

We have over 20 years experience in providing mission-critical technical support. Our state-of-the-art Technical Operations Center (TOC) provides superior operations and call center activities on a 24/7/365 basis, backed by uninterruptible power systems and highly redundant satellite and fiber communications paths. Staffed by technically astute customer service representatives and engineers, USSI-BNS' TOC seamlessly provides a wide variety of outsourced services, such as service dispatch, technical "help desk" services, transponder access management, network operations, remote monitoring and control, conditional access management, networks database management and outsourced technical support for equipment vendors. In addition, highly advanced web-based management tools allow our clients real-time access to work order status, inventory levels and management reports from their desktops.

Whether you are deploying an entire contribution network or managing transponder assets, the need to provide technical and professional support to your clients—around the clock— can present significant challenges in staff and resource allocation. In today's environment, more and more companies are reaping significant benefits by outsourcing their technical operations and call center requirements to our time-tested TOC.

By selecting USSI Broadcast and Network Services (USSI-BNS), your organization's capacity and available resources will expand exponentially. You will tap into the comprehensive technical and professional resources we have cultivated over many years in support of some of the industry's largest organizations (including several of the major broadcast and DTH networks).





## ► CONTACT US TODAY

For more information on Network Operations, Call Center & Technical Support and other USSI Broadcast and Network Services (USSI-BNS), contact your USSI-BNS representative or visit [www.ussi.org](http://www.ussi.org).

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## OUR APPROACH

USSI Broadcast and Network Services is uniquely positioned to provide best-in-class technical support and call center services. Other sourced call centers don't have the knowledge and training to operate in a high-technology, "on-air" client environment. Our technical capabilities are what set us apart. We understand that down time is not an option. Our seasoned professionals are available 24/7/365, and are fully equipped to responsively address your satellite and broadcast network requirements and operational needs.

## OUR SERVICES

USSI Broadcast and Network Services' Technical Operations Center provides:

- 24/7/365 technical call center support
- Help desk services and "tech support"
- Transponder access and traffic management
- Network operations, including switching, scheduling and quality control
- Remote monitoring and control of networks, equipment and facilities with advanced Event Management Systems
- Network database management
- Conditional access management

## OUR PROMISE TO YOU

Based on innovation, creativity, quality, and leadership, USSI-BNS has built a dynamic platform for strong working partnerships with our clients. With a firm commitment to cost-efficiency, responsiveness, and the ultimate in 24/7/365 reliability, your goals are *our* goals: meeting the needs of your business to promote your growth and success.