



## Project Profile

## Type: Government

*USSI Provides First Response services for on-site maintenance and hardware support for a global network of Weather Systems.*

### **Project Overview:**

*Market Segment: Government*

*Number of Sites: 180*

*Contract Duration: October 2000 to present*

### **Project Scope:**

USSI provides first response services for on-site maintenance and hardware support for a global network of weather systems.

### **Service Offering:**

Services include troubleshooting, repair, and replacement of on-site VSAT systems and PC systems (local and remote systems). The first response services carry a four (4) hour response time for a priority ticket and twenty-four to forty-eight hours for a standard response.

### **Customer Overview:**

Our client is a leading supplier of mission critical information systems and technologies for a variety of industries, with a multitude of locations and four main business segments.

### **End User Overview:**

The systems allow critical weather information to be evaluated and dispersed to the necessary parties and entities. The weather systems that are being serviced by USSI include

- TX/RX
- VSAT system
- Distribution PC
- Server
- Data Collection Unit
- Graphical workstations
- Remote weather observation systems.

### **The Final Product:**

#### **What does the system do?**

The units are ground systems working with weather satellites to deliver all aspects of weather data to flight lines in order to determine take-off, flight plan, and return feasibility.

### **Summary:**

The first response services are vital to ensure all required personnel are empowered with the necessary weather details to make essential determinations for flight lines.

### **About USSI:**

USSI provides field maintenance and system integration for multiple technology markets including commercial communication systems, government weather & consumer sites, digital media, and broadcast host locations.

