

# ACCOUNTABILITY WITH FULL VISIBILITY

We take responsibility for every project from beginning to end, providing full visibility throughout with our tools and platforms.

## CORPORATE OVERVIEW

Acuative provides the world's leading companies with a complete range of advanced technology and managed services, enabling customers to utilize a single source provider for all of their network requirements.

Acuative has a specific focus and expertise in implementing and managing voice & data networks in a highly secure environment. Acuative simplifies the entire process of managing today's technology.

We leverage a powerful combination of expertise, round-the-clock availability and extensive technical resources to deliver faster efficiency gains, speed to implement and the highest return on investment to our customers.

With over 35 years experience servicing the enterprise, service provider, financial, retail and public sector markets, we specialize in service-focused solutions that deliver the results you need.



## SERVICES



CONSULTING



ENGINEERING



SERVICE  
MANAGEMENT



GLOBAL TECHNOLOGY  
ROLLOUTS



NETWORK & SECURITY  
OPERATIONS



ONSITE TECHNICAL  
SUPPORT



TECHNOLOGY  
PROCUREMENT



PROFESSIONAL  
SERVICES

**Consulting and Engineering Services** - Acuative's consulting and engineering services provide a rigorous framework to assess your needs and design a solution that successfully delivers your IT initiatives. Applying industry standards and best practices, we guide our clients through the complex process of developing architectures and the roadmaps to bring them to reality.

**Technical Site Services** - Acuative speeds up technology deployment, scales resources appropriately, and installs and tests equipment with a team of certified Field Service Technicians and partners throughout the world. Post-install, Acuative provides prompt trouble resolution and maximized uptime with on-site maintenance response plans. Our on-site capabilities also include site surveys and structured network cabling in addition to complete logistics and spare management.

**Network Operations Services** - Optimizing network performance and security, Acuative's network operations services include a wide range of technical skills, management tools, and processes that enable us to proactively view and manage from our Global Technology Center the latest technologies for delivering voice, video, and data while containing costs and alleviating risk. Acuative provides end-to-end support for networks, voice systems, servers, and applications.

# EXPERTISE YOU CAN COUNT ON.



Acuative's highly skilled teams deliver reliable solutions featuring innovative, proven technologies for network infrastructure WAN/LAN, SD-WAN, d-NFV, IPT/unified communications, security, mobility/wireless, data center, storage, and interactive kiosk / digital signage needs. Utilizing our certifications and following industry best practices from ITIL®, PMI®, BICSI®, and our own quality program, Achieving Service Excellence (ASE), we plan and execute to the highest standards.



Monitoring	Service Restoration	Change	Proactive	Analytics & Reporting
Proactive Network Surveillance	Incident Management	Change Control	Problem Management	Service Dashboards
Application Performance	Service Desk / Restoration	Change Window Compliance	Root Cause Analysis	Capacity Analysis and Reporting
Virtual Asset— Cloud VMs, Software Defined	Triage and Priority Management	Document Change induced Incidents	Chronic Incidents	Operational Analysis
Physical Asset— Network, Storage, Security Devices	SLA Compliance	Engineering Change Evaluation	TAC / Tech Bulletins	SLA Validation
Automated/Tool Based	Service Level Target	Remote Change Implementation	Error Solution Development	KPIs and Metrics
Creation of IM Records	Managing Dispatches	Change RFC creation	Manage Known Error DB (KEDB)	Continual Service Improvement
MUD	MTRS / MTTR	% of Impacts	Issues Discovered	Service Improvement

## LOCATIONS



### GLOBAL HEADQUARTERS

695 Route 46  
Suite #305  
Fairfield, NJ 07004



### EUROPEAN HEADQUARTERS

Beaufort House  
Cricket Field Road, Uxbridge,  
Middlesex UB8 1QG, UK



### MIDDLE EAST HEADQUARTERS

Othman bin Affan Road  
Altaawan Area,  
Riyadh 11311, Kingdom of Saudi Arabia



### Global Technology Center

8237 Dow Circle  
Strongsville, OH 44136



### Service Contract Administration

570 Lake Cook Road  
Suite #405  
Deerfield, IL 60015



### Research & Development

2830 Market Loop  
Suite #104  
Southlake, TX 76092



### Consulting Services

13461 Sunrise Valley Drive  
Suite #420  
Herndon, VA 20171

## WHY ACUATIVE?



### Industry Experience

Leverage our 35 years of experience delivering transformative lifecycle network support for large, geographically dispersed networks



### Global Expertise

No need to expend time and resources to tackle it alone, anywhere in the world. Acuative is your single source provider.



### Technology Partners

Working closely with industry leading service providers and technology companies to deliver a seamless solution.



### Tools to Manage Business Outcomes

We give you visibility to our tools and systems, with experienced project managers and our state of the art management portal.