

ARINC

AMS
MANAGED SERVICES

www.arincmanagementservices.com

MANAGED IT SERVICES



IT SERVICES

ITIL SERVICE DESK

PROFESSIONAL SERVICES

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Managed IT



AMS is a leading supplier of Managed Information Technology and Telecommunications services around the world. Industry knowledge, wide-ranging capabilities, versatile services, and uncompromising professionalism are the foundation of AMS' services.

Outsourcing/Out tasking—Professionally-certified technicians, highly-trained staff, and industry experience allow AMS to provide exactly the amount of support your organization needs.

Equipment Maintenance—Full service maintenance for IT and telecommunications systems, peripherals, routers, switches, workstations, monitors, video displays and more—we've got it covered. We also provide in or out of warranty OEM support, giving you more options for your equipment maintenance.

AMS Network Management—Proactive network management ensures that your network infrastructure runs efficiently, allowing for maximum employee productivity and customer service.

Systems Maintenance—Our experts perform preventive maintenance, helping to avoid faults, and adapt systems to changing requirements.

Systems Integration—Comprehensive capabilities, PMI-certified managers and technicians trained and certified in wide-ranging disciplines.

Telecommunications—Planned maintenance programs to cover your complete wireless systems, tailored to address your specific requirement, from the basic to the most complex.

Radio—Management of an organization's two-way radio infrastructure, including all VHF air-to-ground and Land Mobile UHF radio systems.

Point-of-Sale (POS) Systems—We handle break/fix repairs on non-warranty POS devices, perform asset management, manage reporting services and deal with warranty repair claims for devices under contract.



Parking Revenue and Control Systems—We help you maximize your parking systems investments with lifecycle maintenance and support.

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Effective managed services come down to two integral things: preventative services that reduce costly downtime and the ability to respond quickly, efficiently and intelligently with the right solution. ARINC Managed Services (AMS) provides all that and more. Our innovative managed services are customer focused and competitively priced. We are built around the idea of balancing our IT and telecommunications expertise with our ability to customize solutions to meet our client's requirements. AMS understands technology—we are everything you need a managed service provider to be.

ITIL Service Desk



The AMS service desk model is a big reason our customers choose us, whether it's for the first time or to renew a service contract. It enables our incident, escalation, asset, and SLA management, as well as IT and preventative maintenance, and network and performance monitoring and reporting.

ITIL Service Desk—Global 24x7, single resource for IT maintenance and support.

On-Demand—Customers receive the benefits of our automatic dispatching, trouble ticketing, tracking, dispatch, escalation, and monthly reporting without the costs of a self-owned model.

Virtual—The same level of back-end support for organizations that also need local language support.

Mobilized Asset Management—Inventory control right from a PDA, up-to-the-minute asset information wherever and whenever you need it.

Device Level Monitoring—Pro-active network monitoring of critical components eliminates problems before they occur.

Automated Dispatching—Real-time interactive tracking generates trouble tickets and routes calls, making reporting and repairs faster and adherence to our own stringent SLA standards more transparent for customers.

Professional Services

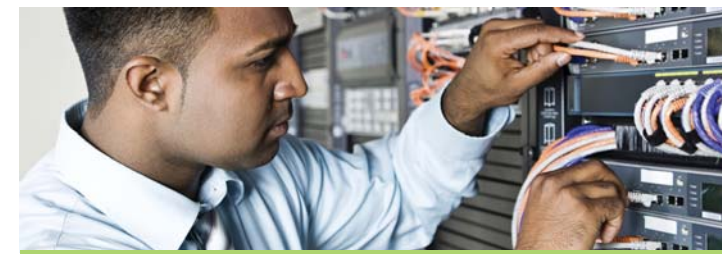
AMS' reputation is built on performance. Our managers and technicians not only have the highest credentials and training, but they have the specific experience to assure your company's success on any IT and telecommunications project.

Advanced certifications include:

- Certified Associate Project Manager (CAPM)
- Cisco Certified Network Associate (CCNA)
- Project Management Professional (PMP)
- Information Technology Infrastructure Library (ITIL)

Project Management—World recognized Project Management Institute (PMI) requirements, ISO 9001 Quality Management System (QMS) practices, and the most advanced manager training and mentoring are at the core of all our Professional Services.

Network Engineering—We design, install, migrate, and maintain both voice and data networks and monitor connectivity and component health to help stimulate performance and eliminate costly downtime.



Consulting—Technical Operations Project Support (TOPS) team members are highly-trained specialists focused on project work, site start up and development, training services, and IT management at the most demanding locations worldwide.

IT Staffing

AMS' skills-based recruiting network provides scalable resources on demand for everything from break/fix work and help desk support to software development, database administration and beyond.

Temporary—Our team can jump in to help whenever and however you need us, whether it's a one-off project or just augmenting an existing team.

Short-term—Project management support, IT and telecom systems integration or any other IT-related service—we have the right people to keep your project on time and on budget.

Permanent—We'll define your staffing needs quickly and utilize our global network of IT professionals to provide people with the capabilities you need for any project—start to finish.



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The experience, certification, training, and mentoring of AMS managers and technicians puts us at the forefront of IT and telecommunications.