# Monitoring Services

Company Overview

In addition to being an industry leader in DAS and WiFi Design, Implementation, and Maintenance, C² Systems is a consulting source and software developer for communication professionals and organizations seeking to establish, manage, or expand communication networks. Our mission is to leverage our in-house expertise with state-of-the-art analysis tools to provide solutions that exceed project scope and client expectations.

Monitoring Software (SitePortal®)

SitePortal® is a customizable, web-based software application engineered by C² Systems to remotely monitor and manage multi-vendor environments. More than just alarming, SitePortal® delivers a complete management solution to log parameter data for trend analysis, view notifications, system parameters, and reports with the ability to troubleshoot devices, add notes, and upload documentation directly from your laptop. SitePortal® is the industry's most robust network management tool and is trusted by the world's biggest network operators and facilities managers.
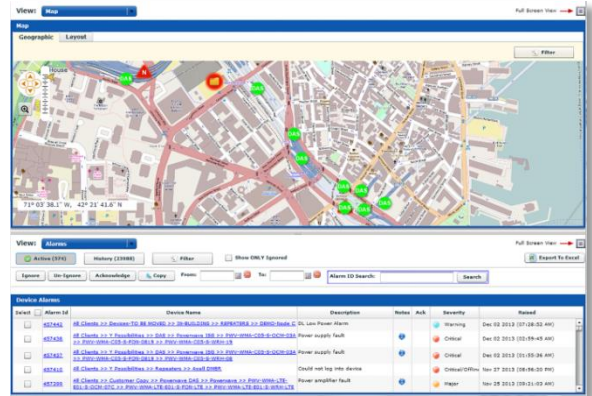
Benefits of SitePortal®

- Customizable, Intuitive Interface
- Improved Efficiency & Timely Escalation
- Enterprise-Wide Visibility
- Multi-Device Compatible

Maintenance and Repair Expertise

C² Systems provides site maintenance services via telephone, remote access, direct connection and on-site repairs. Our qualified and experienced teams are fully trained with expertise in problem identification and resolution relating to the installation, maintenance, and operation of in-building wireless systems (DAS, repeaters, Wi-Fi, microwave, etc.). From site monitoring, troubleshooting, on-site fixes, and annual inspections, C² Systems' customizable maintenance and repair offerings afford our customers the dependability they demand.

Services Provided

- **Network connection:** C² Systems can provide and install a network connection to the venue and devices to be monitored.

- **Software as a Service (SaaS):** Accessible via web login, our cloud monitoring software provides alarms, sends notifications, tracks parameters, and much more.

- **Alarm monitoring services:** C² Systems can actively monitor systems 24x7 and remotely troubleshoot problems and/or alarms that arise. We can also dispatch a technician as needed.

- **On-site support and repairs:** C² Systems can dispatch to the site to resolve a problem, if required. We are certified and trained across all in-building DAS equipment to make repairs.

- **Periodic health check survey:** Having a full site survey benchmark of the system compared to years past is crucial to properly maintaining the wireless system as degradation can occur over time.

Maintenance Service Options

- **Level 1**
  – Telephone support available 7AM-6PM, local time 7 days/week, excluding holidays
  – Technician is dispatched to the site next business day, 7AM-6PM, M-F local time, excluding holidays and weekends
- **Level 2**
  – Telephone support available 24 hours per day, 7 days per week, 365 days per year
  – Technician is dispatched to the site within 8 hours of the initial call only during the hours of 7AM-3PM local time including weekends and holidays
- **Level 3**
  – Telephone support and on-site service: 24 hours a day, 7 days a week, 365 days per year
  – Technician is dispatched to the site from Auburn, NH, Clifton, NJ, Syracuse, NY or Beltsville, MD within 1 hour of customer's initial call

C²Systems

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Contact us for information or a quote!!