



NWNS - Next World Network Services

CAPABILITY & PERFORMANCE STATEMENT

GLOBAL FIELD SERVICES

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request@nwns.org



ONE-STOP SHOP
GLOBAL GROUND SUPPORT
FOR TELECOM & SPACE SYSTEMS

Service Implementation - Service Level Agreements



NWNS IS A COMPLETE FIELD SERVICE SOLUTION

GLOBAL NETWORK OF LOCAL FIELD REPRESENTATIVES (FSR)

MULTI SKILLED, MULTI-LINGUAL CUSTOMER SUPPORT

24 x 7 CALL CENTRE & HELPDESK

WAREHOUSING, INTEGRATION, DEMONSTRATION & TEST FACILITIES

**BUSINESS PROCESSES & SERVICE LEVEL AGREEMENTS THAT
ARE SIMPLE, TRANSPARENT, FLEXIBLE AND WORK**



NWNS IS RELIABILITY & EXPERIENCE

**NWNS REPRESENTS OVER 50 YEARS
OF EXPERIENCE IN RUNNING BUSINESSES AND
ACHIEVING RESULTS IN EMERGING MARKETS,
DIFFICULT TO REACH LOCATIONS
AND UNCERTAIN ENVIRONMENTS**

***.....and this is why a variety of customers trust us
with their reputation and customers....***



CORE BUSINESS & COMPETENCIES

- One of NWNS' core businesses is the implementation and servicing of telecommunication networks and related technologies in emerging markets or extreme – or hard to reach locations.
- NWNS' prime focus is on satellite communications (VSAT) and the provisioning of electrical power solutions if required.
 - Professional Services and IP network implementation (WAN, LAN and CISCO support) further complement the NWNS core expertise and business.
- NWNS implements and provides field support everywhere but has its key focus on the periphery countries in Europe, Africa, Asia, and the Middle East.
- Through its esteemed partner USSI from Florida, NWNS facilitates full support in Canada and the USA nationwide.
 - NWNS is a USSI agent & representative for USSI activities outside the USA and Canada.
- Recently NWNS has started expanding in Latin America.



PAST PERFORMANCE

- **NWNS' reliable and professional services are extensively used by major satellite operators, network service providers (telco's) and global integrators.**
 - They've chosen to outsource some - if not all - of their field service requirements to NWNS to better serve their very demanding remote end-customers.
 - NWNS supports C, X, Ku and Ka band services from any LEO, MEO or GEO satellite.
 - NWNS supports old school HF, VHF and UHF networks from its facility in The Netherlands
- **Since 2008, NWNS has supported directly and indirectly multiple pan-global embassy networks, propriety government services, education and health care providers, mining, oil & gas camps, financial institutions, news organizations, NGO's and Fortune 1000 companies.**
- **NWNS provides professional and consultancy services to governments, institutions and enterprises that are having the wish to enter the satellite market or to expand their existing services into new or difficult territories.**
- **NWNS management is one of the founders of the GVF VSAT training program.**



DIFFERENTIATORS

- NWNS is a financial stable company which does not sell or push any specific product but provides solutions to the companies it represents in the field.
- NWNS respects and actively maintains the “code of conduct” and is compliant with most - if not all - typical corporate legal, financial and operational requirements.
- NWNS maintains a blanket global liability insurance and DBA insurance.
- **Proven reliability!** NWNS provides warranty on field services and takes full responsibility for the job it has accepted (terms & conditions however do apply).
- Typically, NWNS does **NOT** advertise, promote, sell, or supply satellite capacity and/or (network) equipment.
 - If needed however, NWNS is willing to assist its client in sourcing (network) components and services using its locally operating associates.
- **NWNS is always your partner, never your competitor.**



CORPORATE DATA

- **NWNS was founded end 2007 and is registered in the United Arab Emirates (UAE)**
- **The company's architecture is basic and "as needed"**
- **NWNS is a flat and efficient multilingual organization that employs 10 dedicated people:**
 - **NWNS does not have dedicated sales and marketing staff.**
 - **Some back office and facilities are shared with independent "sister" companies sharing the same ownership and management.**
- **To realize true global coverage, NWNS has established direct working relationship with contracted associates (aka NWNS Field Representatives) in more than 120 different countries.**

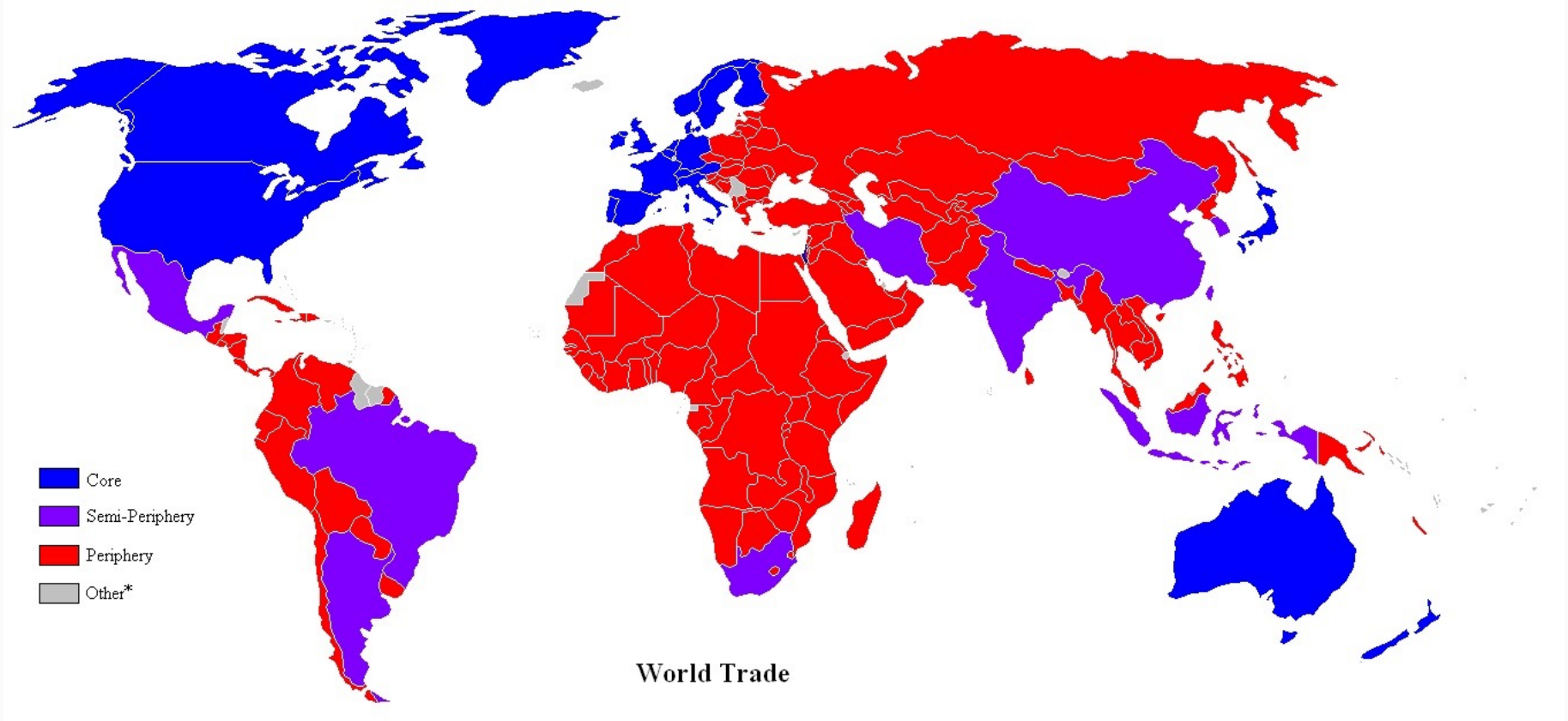


CORPORATE DATA

- **NWNS maintains operations support offices in Dubai (UAE), Rotterdam (Netherlands), Ystad (Sweden), Vienna (Austria), London (UK), and near Mumbai (India).**
 - The foreign offices are registered as independent businesses.
 - USA and Canada are managed by USSI from Melbourne (Florida).
- **Asian and African customers deal directly with our office in Dubai which is also the organization's financial center.**
- **The all-round office, integration and warehouse facility in The Netherlands acts as a main point of contact for most of the NWNS clients based in Europe, and the USA.**
- **NWNS has access to bonded warehouse facilities in the UAE (Dubai) and The Netherlands (Rotterdam)**
- **NWNS offers its customers 24X7 help desk services including an efficient on-line ticketing system.**



The NWNS Geographical Focus is on Red





Global telco's and service providers/integrators are at time contractually obliged to provide service in marginal markets, but often lack the resources or knowhow to deal in periphery countries.....

NWNS presents a reliable and proven solution for such situations and becomes indispensable when multiple sites need to be implemented, upgraded or serviced simultaneously or on an ongoing continuous basis..



PERFORMANCE SUMMARY

- **NWNS has been able to call upon a diverse range of skills and expertise and is geared to provide solutions for telecom – and (sustainable) power infrastructure deployment globally.**
- **NWNS has implemented and serviced:**
 - Large global and regional VSAT networks (antenna size up to 4.5m – all frequency bands) and in 120+ countries including very remote islands, war zones and closed countries.
 - Satellite earth stations (up to 9m).
 - Satellite beam monitoring stations in very odd places.
 - LEO gateways: from location sourcing to implementation.
 - NanoSat and LoRa solutions (NB IoT remote sensors).



PERFORMANCE SUMMARY

- **Such jobs typically include one or more of the following NWNS services:**
 - (Host) location sourcing, surveying & contracting;
 - Arranging for structural survey & engineering by qualified resources.
 - Arranging for electrical survey & engineering by qualified resources.
 - RF health & safety reviews (RF radiation and interference surveys).
 - (VSAT) License and (zoning) permission attainment and management (including renewal).
 - Equipment importation support including Importer of Record (IoR) services.
 - VSAT installation including survey, installation, commissioning, hand-over + instruction and on-going maintenance (service calls and preventative maintenance inspection).
 - LAN & Router implementation including VoIP / IPTV / video conf. nodes and networks.
 - 24 X 7 network monitoring, support and servicing (helpdesk as a service)
 - Field and classroom training (GVF Program).
 - Satellite beam tracking & performance monitoring services.



OUR CUSTOMERS

- Due to the sensitivity of the business and because of confidentiality agreements between NWNS and its Customers, exact customer and end-user details will never be disclosed or shared with other (potential) NWNS customers unless explicit permission has been obtained to do so. **NWNS is very discrete.**
- We provide Field Solutions and Professional Services to a range of clients:
 - Military, governments, embassies and consulates;
 - Satellite operators and global telco's;
 - UN and related agencies (including NGOs);
 - Banking and insurance;
 - Businesses including the following sectors:
 - (Hightech) agriculture.
 - Hotels and other hospitality.
 - Mining, oil and gas.
 - Retail, security and media.



More Information:

Please submit your request or questions to: request@nwns.org

Alternatively call NWNS: <https://www.nwns.org/contact-us/>