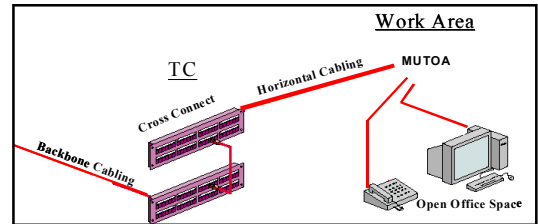


Support I.T. - End User Support Services

Operation and Maintenance Training:

- **TIA/EIA Connector Termination**
 - Copper and Fiber
- **TIA/EIA Cable Installation**
 - Copper and Fiber
- **TIA/EIA Field Certification Testing**
 - Copper and Fiber
- **Building Entrance Protection**
- **Bonding and Grounding**
- **Fire stopping**
- **IEEE Applications**



What is Support I.T.

A comprehensive continuing education program offered to Operation and Maintenance of ProLAN Commissioned cabling systems. This support program is a one-year training series with scheduled class time per month.

Training at your Facility

While in-house personnel are able to participate in the commissioning process. It is usually not cost effective to have all Operation and Maintenance staff assigned to the program. Support I.T. provides scheduled training for the entire team at your facility.



Standards compliant LAN cabling practices

Protect your LAN cabling investment and extended warranties with factory authorized maintenance personnel. Support I.T. provides training classes covering the full spectrum of Industry Standards. This program bridges the gap between classroom instruction and real world application with hands on instruction. Operation and Maintenance will have the knowledge to service your LAN cabling infrastructure while maintaining manufacturer warranties.



Support I.T. - Details

Manufacturer Training:

- **Hubbell Mission Critical Certification**

1. TIA/EIA Standards
2. Installation practices
3. Hands on Copper Termination
4. Hands on Fiber Optic Termination

- **Superior Essex**

1. Environmental factors of cable selection
2. TIA/EIA cable installation standards
3. Hands on installation practice

- **Agilent Technologies**

1. Category 5e and Category 6 field testing
2. Fiber Optic attenuation field testing
3. OTDR Usage and Trouble-shooting

- **Porta Systems**

1. TIA/EIA Standards
2. Proper Installation practices

- **Hilti Fire stopping**

1. NEC Code
2. TIA/EIA Guidelines

- **Standards and Applications**

1. Future changes in TIA/EIA Standards
2. Applications - Gigabit Ethernet, 10 Gigabit Ethernet, Industrial Ethernet, and VoIP.



BICSI Continuing Education Credits

The ProLAN team of manufacturers recognize the value of training courses offer by BICSI. Installers and RCDDs who participate in the Support I.T. program will receive continuing education credits from our BICSI authorized manufacturers training courses.

ProLAN Solutions Philosophy

ProLAN Solutions has represented Leading Manufacturers in the Datacom Industry for nearly 20-years. We have witnessed the birth of Standards based Structured Cabling and have grown with it. Over the years there have been many changes to the Industry, but one thing remains the same - Our commitment to our clients total satisfaction.

"Our reputation is a testament to how we do business"

Chris Gosche, President

ProLAN Solutions - Manufacturers

Hubbell Premise Wiring
Superior Essex
Great Lakes Case and Cabinet
Agilent Technologies
Porta Systems
Gai-Tronics
Snake Tray
Edot
Hilti
Pathways & Spaces, Inc.

