

## Network Infrastructure and Trouble-Ticket Priority Dispatch for Financial Institution

### Summary

AFL supports the cabling and network infrastructure and responds to trouble tickets for a regional retail bank with over 200 branches in the Southeast.

### Challenge

The bank issues all physical level network trouble tickets through an email dispatch system. Each ticket is assigned a priority level of 1-3, with severity level 1 requiring a four-hour response and severity level 3 requiring a 72-hour response.

### Solution

AFL operates a 24/7 call center that processes and dispatches the bank's trouble tickets based on the priority level to our service technicians in NC, SC, AL, TX, CA, MA and CT. In addition to the ticket response, AFL provides structured cabling installation services for new office build out and office remodeling projects. The scope of these projects typically includes Category 5e, Category 6 or Category 6A structured cabling, data communications room build out, network cabinet and backboard installation, network equipment installation, cross-connects/patching to activate circuits and first day of business support. AFL has recently completed new construction projects for the bank in CA, TX and N.

### Results

AFL's trouble ticket priority dispatch system with the financial institution ensures that network trouble tickets are handled quickly, efficiently and accurately.

