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“**Nucom** aims to become the preferred supplier of managed services, mobile and fixed telecommunications to the UK business market. We will achieve this by continuing to retain staff of the highest caliber, maintaining strong partner relationships and an absolute focus on satisfying the needs and requirements of our clients

The success we enjoy is founded on our operating values, which we believe set us apart from the rest of the industry.

The Nucom “difference” is best illustrated in terms of our commitment to cost management and service excellence; qualities enjoyed by many of our clients.

...don't stand alone



“**Our resources are fully trained and our capabilities are unquestionable**

# Security Cleared Managed Resource



Our team is experienced in delivering against high value, long term contracts to provide all aspects of Voice and Data Solutions, within the UK and abroad.

We have SC & BC security Cleared Installation Engineers, Surveyors and Project Managers based from geographically spread locations.

All aspects of support are covered We pride ourselves in our ability to deliver the right engineer for the right role. Break fix, rollout, onsite resource and customer representation are all covered under one solution.





# Project Management

The **Nucom** Project Management policy states that we will:

“ Deliver successful projects using recognised project management techniques in a structured and controlled manner to ensure total customer satisfaction

According  
to  
the  
British  
Standard  
Guide  
to  
Project  
Management:

“ A project is a unique set of co- coordinated activities, with definite starting and finishing points, undertaken by an individual or organisation to meet specific objectives within defined schedule, costs and performance parameters

**Nucom** Project Management Methodology will provide a structured method to guide the project through a controlled, well managed and viable set of activities to deliver our customers desired network integration solutions.

The methodology contains processes which are necessary for the effective management of a project. Our company structured approach defines what is needed and why it is needed, however it does not define how to do it.

The project must be considered on the basis of the size, cost, duration, importance, sensitivity and risk before deciding on the most appropriate means of managing and delivering it. This will ensure that the project manager has the flexibility to tailor the methodology to the project and not constrain the project by the methodology.



# Products & Services

## Fibre Optic installations

**Nucom** can supply and install any type of optical fibre solution. We can supply single mode and multi mode either internal or external depending on customer requirements. Our engineers are qualified in every aspect of termination types for example fusion splicing or hot melt connectors. Engineers are also fully competent in testing the installations using either light source/power meter, fluke DSP or OTDR.



## Relocation Services

Organisations facing rapid changes in the competitive and technological environment need a responsive network infrastructure designed to control costs and reduce risks, whilst enabling the organisation to seize new business opportunities.

- » Adapting quickly and more effectively to new and changing business requirements.
- » Ensuring controlled and low risk migration from their existing legacy network to an IP converged network.
- » Reducing operational costs, managing complexity, whilst maintaining high service levels.

## CAT5/6 Cable

Structured cable networks provide a resilient transmission medium that will support both your voice & data services throughout your office environment. It is a network of individual high performance cables (Cat5e/cat6) extending out to numbered floor sockets from patch panels within a communications cabinet. These cables are terminated onto RJ45, eight wire presented UTP (unshielded) or STP (shielded) patch panels and outlet modules.

The cables that form a structured cable network, together with the telephone system extensions, are connected to the rear of the patch panels. There are panels allocated for the structured cable network floor outlets and panels for where the telephone extensions appear. At the front of the panels there are RJ45 ports where patch leads are connected between the panels to form a patching field.

Telephone and data provision to the user are administered by the patching of the required service to the numbered floor outlet. This method gives maximum flexibility when it comes to moving user's telephones and computers to new locations as all that is required is simply patching within the communications cabinet to the newly required floor outlets.

Our Category 5/6 structured cabling networks are thoroughly surveyed and written specifications are drawn up outlining various proposals and recommendations. Problem areas are identified and cable routes defined to ensure a quality installation is achieved. Patch panels and socket outlets are loaded with printed labels for ease of identification making network management a simple process. Full network testing and certification is provided with a guarantee.

The benefits of a fully structured cable network are that overall communications flexibility is not confined to data services only, but voice services also are available and can be administered in house, thus providing full control of communication needs within the company.





# Products & Services

Our indirect telephone service is suited to small or medium-sized businesses that require highly competitive, flexible call costs, coupled with sophisticated call management facilities and high-quality voice communications. Our service is simple; there is no need for dialler boxes or access codes to dial. Simply pick up your phone to make cost effective calls. We use a service called Carrier Pre Select (CPS) which automatically routes your calls through our service.

Our Call Control solution offers a range of 0800, 0845, 0870 and premium rate numbers. These numbers allow you to choose how your customers call you, who pays for the call and when, where and how your calls to your business are answered – Extensive on-line statistics are also available via the internet

Nucom Voice Conferencing is a cost-effective way to conduct business at your convenience, from any location, without a reservation and by simply dialling one number.

## Telephony

We understand that voice communications are vital to your business, so we reinforce our promises with some of the most stringent service level agreements available and offer you a range of services that will suit your every need.

Direct Voice is a high-quality switched digital voice service that uses a national network to deliver a digital link directly into your business, providing you with reliable voice communications.

## Data Services

We offer a portfolio of high-quality data services backed up by comprehensive service level agreements and support. Whether your need is bespoke or 'out-of-the-box', we can provide the right solutions at a competitive price.

MPLS IP VPN is a data networking service with four classes of service to enable converged communications (voice, data and video) to be transferred securely and at speed. It merges the benefits of ATM's Quality of Service classes and reliability, with IP's flexibility for any-to-any connectivity.

Our Ethernet services provide scalable, cost-effective, high-performance networking, with seamless connectivity between LANs at speeds of up to 1Gbps. They can carry voice, video and data traffic on one network, with optional internet access.

Nucom leased lines offer traditional, reliable, cost-effective links between sites to support mission-critical voice, data and multimedia communications. Bandwidths range from 64Kbps to 2.5Gbps.

## Mobile

In the past many mobile phone companies have concentrated their efforts on individuals - which is why you're offered varying tariffs, bundled with hidden extras and add-on options that, frankly, you just don't need.

### At Nucom, we offer:

- » A tailored billing package
- » Competitive tariffs
- » A choice of network with Orange or O2, specifically focused on the business
- » The tariffs are simple, easy to understand and you pay for what you use

## Internet

We offer a compelling portfolio of cost-effective, high-performance internet access solutions. Using different technologies from remote dial-up, ADSL and SDSL (broadband) to leased line services, we can match your business needs and enable you to be even more productive at work.



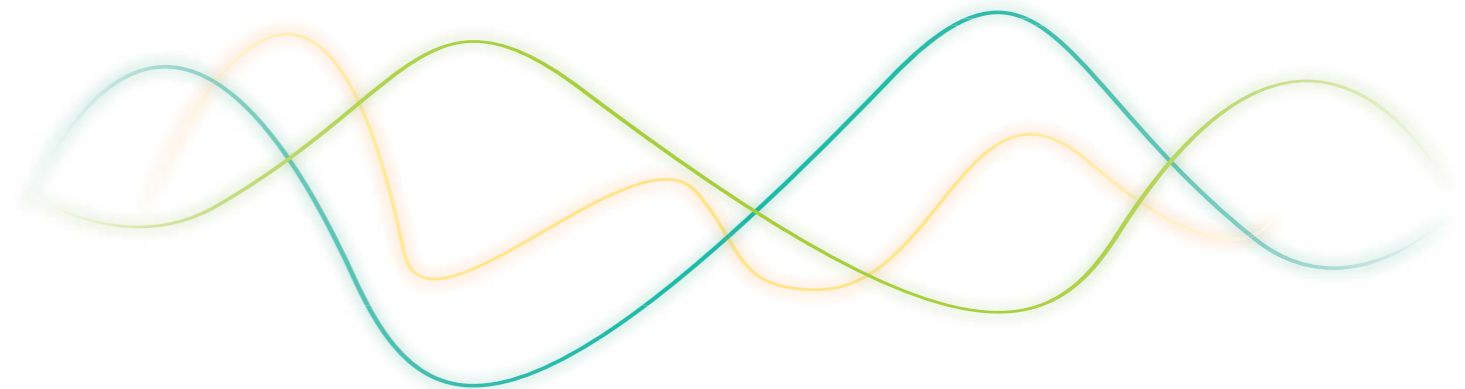
# Our Customers

**EADS** Refurbishment of communication cabinets for “out of area” operations (project Synergy). The supply of Installation Design Engineers employed on DII (F). Manufacturing of bespoke data communication cables.

**Abacus Financial Services** The supply of all fixed and mobile communication products, including the installation and maintenance of their Headquarters and 32 satellite offices around the UK.

**NHS** The installation of 5800 cable points and communication rooms within a new building and the delivery of 10,000 Mtrs of multi core fibre optic cable with over 14,000 fusion splice.

**National Grid** The upgrade and installation of voice and data networks. We currently utilise Category 6 cable and fibre optic connectivity thus allowing for high speed transition.



“**Nucom** has the expertise in delivering communications infrastructure solutions for business and customers in the UK and internationally. More and more enterprises depend on Nucom to unite their business information and communications, through solutions of guaranteed quality.

We work with our customers to answer key business needs, designing solutions that combine the expertise of our people, our flexibility and the outstanding reliability.





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