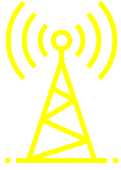
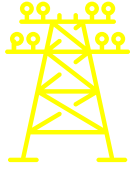


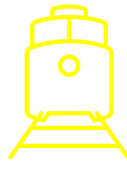
## KEY MARKET SECTORS



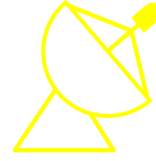
TELECOMMUNICATIONS



POWER UTILITIES



RAILWAYS



CATV/BROADBAND

## SYSTEM REQUIREMENTS

All that is required to operate FIRM Suite is a web-browser and an Internet connection. Ideally, reports are downloaded in Excel 2007 and up. FIRM runs on a Windows Server .NET environment using an SQL database.

## WHY CHOOSE MULTITEL?

Multitel has over three decades of expertise and a long-standing, proven track record in providing robust, accurate and versatile solutions for North American telecom operators and utilities that need real-time visibility of their critical sites.

Our company is synonymous with unmatched customer service, market responsiveness, on-time delivery and a proximity with clients that is second to none. Throughout each project, we work *with* our clients to identify their unique needs and challenges, and offer pragmatic solutions attuned to *their* realities and goals. **Easy to do business with, Multitel delivers, time and again.**

**With Multitel, customer satisfaction comes standard.**



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**multitel.com**

# FIRMSuite

## PROACTIVE REMOTE FACILITY INFRASTRUCTURE MANAGEMENT STARTS HERE.

Are you a telecom operator struggling with carrying out proactive capacity monitoring and power planning for your telecom network? Are you facing mounting pressure to make more strategic power investments as well as mitigate risks for costly power embargoes and emergencies? Are you unsure of your battery state-of-health and reserve time value at all of your telecom sites—and crossing your fingers that an outage won't occur? Are you even less certain regarding your compliance with regulatory industry standards like NERC PRC-005-2?

**Then, you should consider FIRM.**



FIRM's end-to-end rack, data gathering, capacity and battery management solution enables you to proactively plan and strategically invest in your most critical infrastructure.

Multitel's FIRM Suite is a cost-effective web-based management solution that enables you to gain **clear and real-time visibility of your telecom site's state-of-health**. With FIRM, you can eliminate **risk of power embargoes**, proactively **plan for power investments**, eliminate **costly emergencies** and **outages**, predict **batteries' end of life** and reduce **energy consumption**. FIRM is your go-to solution to keep your OPEX in check and maintain service levels for reduced customer churn.

FIRM integrates with your existing management tools and software—both third-party and in-house—to centralize all your information so that you can **take better informed decisions** on your most important assets: your infrastructure.

FIRM is the most reliable and accurate solution available to **manage all of your power and cooling assets**—from battery and generator reserve times to current capacity levels—so that you can quickly **identify the weakest link in your operations**.

## BENEFITS

### PROACTIVELY MANAGE YOUR MOST CRITICAL ASSETS

Always know which equipment you need to replace, when you need to make the switch, and why you need to do it. Gain control over the management of all your assets so that you can better plan for infrastructure maintenance and upgrades—all while mitigating costly downtime and customer churn.

### CENTRALIZE ALL INFORMATION IN ONE DATABASE

FIRM simplifies your workflows so that you never waste time looking for information ever again. FIRM gathers all the information you need regarding battery management, capacity management, rack management, and more so that everyone in your organization, including field technicians, engineers and managers, can view real-time information based on access level. What's more, FIRM simplifies gathering data for annual or ad-hoc audits.

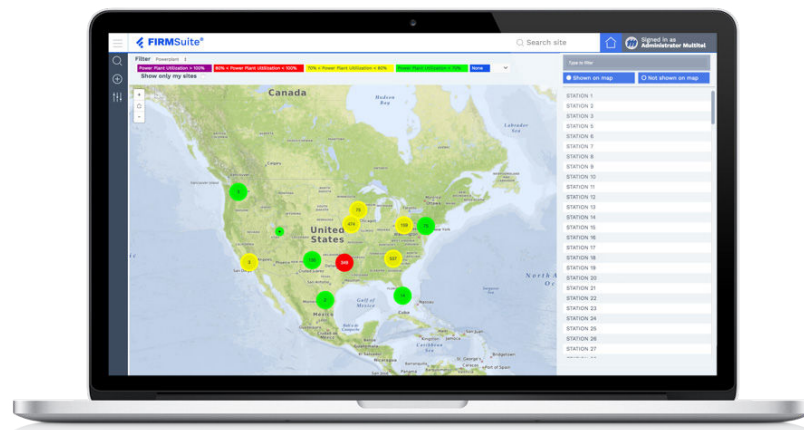
### GET UP-AND-RUNNING IN NO TIME

Boost your team's productivity thanks to FIRM's intuitive and user friendly interface. Easy to install and integrated within your existing infrastructure, FIRM ensures short learning curves so that your organization can take full advantage of its time-saving features as quickly as possible.

### OPTIMIZE OPEX/CAPEX SPENDING

Minimize your CAPEX and OPEX spending by replacing batteries based on state-of-health rather than just age. You'll even be able to create budget forecasts on the fly—for either next year or for the next 25 years!

**FIRM takes the guesswork out** of planning and budgeting for your power, real estate and cooling capacities.





## DATA GATHERING MANAGEMENT

Improve companies' efficiency when performing technical facilities audits and surveys by standardizing network-wide data collection

Save time in data gathering, aggregation and reporting process since data are crunched into a single platform

Lower manpower effort by simplifying a cumbersome process

Ideal for small-to-large project workflow tracking (ex: installation projects)

## RACK MANAGEMENT

Actively plan equipment addition or removal in your telecom sites

Always be aware if there is enough RU in-rack space available for new equipments

Based on customizable business rules thresholds, keep an eye on maximum kW (BTUs) availability for each specific rack

Visual indicator of room's free space availability for new rack installation



## CAPACITY MANAGEMENT

Understand rapidly power equipment capacity level reached and load distribution in-between assets

Eliminate risk of power embargoes by knowing which site is near capacity and which equipment is the weakest link in each site

Create synergy between AC & DC power teams with a unified view of all power assets

Versatile data collection process with standardized forms for technicians and approval center for site managers

## BATTERY MANAGEMENT

Clear network battery state-of-health visibility in a single, enterprise-wide database with integrated data analytics

Prioritize and maximize battery replacement based on performance thresholds instead of only theoretical lifetime values

Standardized data collection process for all power technicians to perform battery routines

Automate on-the-fly battery replacement requests and tracking as well as inventory updates and multiple Excel reports

Helps power utilities to comply and track NERC PRC-005-2 data

