CARRIER CLASS REMOTE SUPPORT SERVICES

End-user Help Desk Support 24x7x365
Technical Support and Advice
Systems Engineering Solutions
Network Engineering Expertise

Do you want a provider who is always available, fast and reliable, and one that puts its customer's needs first?

Walker and Associates provides remote services to support your technical team by taking away the grunt work, allowing them to focus on the higher value tasks and projects that are more critical to your company's success.

Walker's support staff becomes a part of your team. The end user, whether down the hall or across the country, will be treated as a respected customer. From triage to assessment to resolution, Walker's experienced staff can deal with an individual or systemic issue either remotely or onsite.

The purpose of the process is to remove you from the daily operational minutia, while keeping you fully informed. Walker's business model forces us to keep your problems from recurring. You benefit because we have a vested stake in helping your business run efficiently.

Carrier Class Network Services

- Carrier Class Bandwidth Availability to 10 Gbps

- Multiple Internet Connectivity Choices

- Design, Build and Run Infrastructure Options

- Private Line and Other Network Services

- Network Design and Implementation

Carrier Class Monitoring Services

- Carrier Class Network Operations Center

- Staffed, Access Available 24x7x365

- Remote Prevention Monitoring Services (Watch)

- Problem Escalation Procedures (Respond)

- Process and Structure Resolutions (Resolve)

Carrier Class Remote Support Services

- End-user Help Desk Support 24x7x365

- Technical Support and Advice

- Systems Engineering Solutions

- Network Engineering Expertise

Simplifying Network Deployments with Innovative Technology Solutions

Communications carriers have relied on Walker and Associates since 1970 to collaborate with them through industry changes, opportunities for growth, and technological advances. Today's carrier knows that experience matters, that product alone is not the sole test of a partnership, and that being more than a distributor matters. You are looking for a business built on integrity, who understands your challenges, and your opportunities, and who focuses on you so you can focus on your customers. You deserve more, and with Walker you get more.

Distribution and Logistics

With a broad range of products and services, Walker is the ultimate one-stop shopping point for your network needs. We maintain a thorough and efficient distribution system that makes it simple for you to purchase and install the products you need. We save customers time and money with logistics expertise in warehousing, asset management, barcoding, scanning, configuration services, custom network deployment kits, and more.

Innovative Technology Solutions

Walker works hand-in-hand with each of our strategic manufacturer partners to forecast, plan, replenish, and effectively manage the product life cycle. We strive to hold stocking positions on the most commonly required equipment to allow you just in time delivery. Walker supports communications technologies such as Carrier Ethernet, switching and routing, optical transport, FTTX, SDN, NFV, cloud technologies, mobile backhaul, copper and fiber connectivity, VoIP, wireless, and more.

TRANSFORMING COMMUNICATION POSSIBILITIES

Sales and Customer Support

Help is just a phone call away. Your dedicated sales team is trained and knowledgeable about the telecommunications industry. Our sales team knows your business and can assist in introduction of new products and technology trends, as well as take care of the day-to-day business of product delivery, price, and order placement.

Engineering and Technical Support

Collectively with over 100 years of telecommunications engineering and implementation experience, Walker's engineering and technical support team is available to assist with designing communications solutions for customer premise, central office, data center, outside plant, and various network applications.

eBusiness Account Services

WalkerFirst.com allows you direct access to business critical information including pricing and availability, online ordering, order and shipment tracking, invoice records and more.