



24/7 support & availability

ICT Services

Field Engineer, procure and logistic  
around the Americas.

galait



GALAIT is a professional Valued Added Reseller and ICT company for the industrial & telecom sector. We operate in more than 20 countries in the Americas from our headquarters in Mexico City and commercial branch in majors' cities in LATAM, and our logistics center in Miami, FL. We provide our clients with services and solutions, including on-site assistance, IT-hardware reseller & logistic, and post-implementation support.



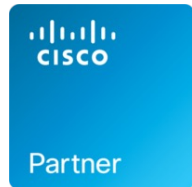
# Services



## IT Hardware procurement:

GALAIT, as ICT global provider, offers an extensive portfolio of technology solutions from many manufacturers and brands around the globe. We provide supplier services to both carrier and enterprise clients to simplify the procurement, contracting and delivery of hardware/software components and hosting environment so you can focus on your key business priorities. Furthermore, we are always open to establishing new vendor relationships with unrivalled responsiveness based on client requests.

We supply the following equipment brands with succussed projects:



# Services



## Logistic:

GALAIT helps its global customers by providing expeditious logistics. We know locals' requirements with predictability and reliability. We are Mexico and Latin-America specialists for IT and telecommunications hardware.

We'll help you meet your forecast and budgetary resources. Our LATAM Forward Storage Locations in Mexico and Miami hold a range of multi-vendor technologies and couriers to support our customer's network infrastructure, ensuring strict SLA adherence.

Our logistic services include:

- Spare parts and **IT hardware logistics** securing agreed with SLAs.
- Spare **parts stocking** sites throughout the Americas.
- Return merchandise authorization (**RMA**) **handling processes**.
- Shipping and logistics without client or end customer invoicing.
- **Facilitating customs processes** and taxes included in our services.
- **IOR**, importer of record and **EOR**, Exporter of record.
- **In-Country local selling** and invoicing.

# Services



## IT Field Engineer:

GALAIT, over the past 20 years, has grown in experience and skills in field installation and infrastructure maintenances. With our services delivery staff and +150 local technicians, we're able to drive larges, complex network rollouts on global infrastructures, with a single contact point according to client needs.

We have **the best ICT human resources for all of Mexico, Central América, y Latin América. Brazil. Majors US cities.**

- Desktop Support
- Server support and administrator
- Remote Hands and Smart Hands
- Cabling and Labeling
- Wi-Fi Site survey and auditing
- On-site rack/sub-rack & equipment installation including cable management
- Tray-cable installation
- Fiber-optic installation, splicing, and testing
- Cabinets and DDF systems cabling installation
- Power – AC / DC rectifier/cable installation
- On-site testing and commissioning
- Customer premises equipment installation
- Street cabinet installations
- Network implementation
- De-installation and de-commissioning
- As-built/reports and documentation
- Break-fix support
- Audits & Decommissioning.

# Success Projects



## Robert Bosh - WAN migration

Countries: México and Costa Rica  
Sites affected: 7  
Brands involved: Cisco and Ciena  
Year: 2019 - 2020

## DHL - WAN migration

Countries: USA, Panamá and Brazil  
Sites affected: 9  
Brands involved: Cisco  
Year: 2020 - 2021

## Thomson and Reuters - NOC's migration

Countries: China and Perú  
Sites affected: 2  
Brands involved: Juniper  
Year: 2017 - 2018

## LATAM Airlines - WAN migration

Countries: Bolivia, Chile, Dominic Republic and Paraguay  
Sites affected: 5  
Brands involved: Cisco  
Year: 2021

## Geodis – WAN provisioning

Countries: USA  
Sites affected: 15  
Brands involved: Mikrotik  
Year: 2022-2023

## China Telecom - NOC Core migration

Countries: Chile  
Sites affected: 2  
Brands involved: Ciena and Huawei  
Year: 2018

## Honeywell 4G - WAN implementation

Countries: México, Brasil, Chile, Peru, Argentina  
Sites affected: +10  
Brands involved: Cradlepoint  
Year: 2021 – Ongoing

## Hexion – Desktop Support SLA

Countries: USA  
Sites affected: 3  
Brands involved: Dell and Lenovo  
Year: 2020

## MITSUI - WAN Migration

Countries México and Venezuela  
Sites affected: 3  
Brands involved: Cisco  
Year: 2021

## BHTC - Data Center migration

Countries: Mexico  
Sites affected: 1  
Brands involved: Cisco, Dell, Lenovo  
Year: 2020

**+ 1200 field engineer** activities,  
99% accurate, 100% customers  
satisfied.

# Customers



**Our customer satisfaction is the most important value in GALAIT**, we're happy to have done projects together and help to they to the get the best value for they proposals.

Some of our main customer:



**CenturyLink**<sup>®</sup>



**expereo**



**Telefónica**

**galait**

# Contacts



## **NOC 24/7 services support:**

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