



Site Readiness Program

Tier 1 Telecom Carriers



[WATCH THE VIDEO](#)

Our nationwide Site Readiness Program is based on 25 years of experience working with Tier 1 Carriers.

Concert has managed the installation of over one million circuits and become the trusted nationwide partner of Tier 1 Carriers by offering a single-source solution that eliminates all customer site readiness project management needs.

CONCERT MANAGES ALL TYPES OF SITE READINESS ACTIVITIES:

- **Outside Plant (OSP):** We provide a safe and secure pathway from the building's right-of-way to your customer's facility
- **Demarc Extensions:** We extend ISW and connect circuits to your customer's internal networks at each site
- **ISW/CPE:** We provide staging & configuration, installation, decommission, refresh, and maintenance of your services at the customer's facility
- **Circuit/Site Validation:** We provide 'one-stop' validation of your customer's circuit and equipment at each site
- **Comprehensive Reporting:** We provide access to an online portal that provides comprehensive data, including: all service requests, jobs scheduled, jobs on hold, jobs with issues, jobs completed, and any requested reporting metrics

OUR PROGRAM'S FUNDAMENTALS

HOW WE CONSISTENTLY GET IT DONE RIGHT THE FIRST TIME



1

As a [BICSI-certified ADTP](#), our internal training program is designed to provide project management teams that fit your business model and are able to scale to meet your customer's high volume, nationwide circuit delivery project requirements.



2

Each new account is assigned a [BICSI RTPM Project Manager \(PM\)](#) as their single point of contact. The PM manages a team of Project Facilitators (PF) and the PFs follow standardized processes to interface directly with LECs, local site engineers/techs, and site contacts to ensure consistent, high-quality, delivery of circuit installation.



3

Our [award winning infrastructure verification](#) and order processing platform streamlines order entry and captures comprehensive performance and work site documentation data. On-demand reporting provides 100% visibility into project progress.



4

Our [ISO 9001:2015 compliant Quality Management System](#) is audited by a accredited third party every year, guaranteeing that you and your customers continue to receive the highest quality services the industry has to offer.

TESTIMONIALS

FORMER TIER 1 CARRIER EMPLOYEES



We take pride in being the number one choice for Site Readiness. Together, we always get the job done-right the first-time.

PLEASE REQUEST REFERENCES

95.6%

**On-Time Performance Of
Our Techs-On-Site**

96.7%

**Customer Satisfaction
Rating**

95.8%

**Done-Right First-Time
Performance Rating**