



Customer Service

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Executive Summary

[Printable PDF](#)

If you have the time please browse the sections relevant to you through our website. However if what you want is a to the point summary, that's you will find here. On the right is a site map in any case.

Office

Any business premises or other organisations, is dependent these days on IT of some sort or another. You may not realise it but information is integrated to some technology or other. Where it isn't already lies an opportunity to optimise your effectiveness. This is where our wide experience in supporting day to day, all types and sizes of businesses can be placed at your disposal. **Implementation** of PCs and networks for a startup or as part of an upgrade. [File servers](#), [email servers](#). **Support & Maintenance to keep** your systems and staff operating effectively. This can be proactive in the case of our [contracted services](#) as well as the ever necessary reactive support. 24/7 contracts are also available. **Procurement of hardware and software** components as part of a new implementation, system upgrade or progressive improvement. **Specialised systems** also form part of our portfolio. Where it is an area of expertise we have experience in then we are resourced to cater for the complete project. Such cases included [EPOS till point systems](#), including network infrastructure and backoffice server, [access control](#) systems networked to control a number of entry/exit points with contact less interface, including audit trail, multiple security levels, ID card production, [public information systems](#) such as flight information. [\[more info\]](#)

Internet

The internet is much more than websites and this has been at the core of our strategy since we began almost 8 years ago. Whilst others were producing online brochures we were developing and providing functionality to complement our website designing. Producing our own [content management](#) systems, shopping carts directly interfacing to the banks for credit card payments, [database](#) driven dynamic pages and user access online systems, [Intranets](#). We also took early advantage of the Internet for what it was, a transport mechanism for data thus allowing inexpensive links between various locations of a business or organisation. The Internet community now offers a wide range of [online web services](#) which business should take advantage of. [\[more info\]](#)

Wireless

Improvements in the data speeds and security of wireless data as well as decreased costs of the hardware, have allowed this medium to be used both internally to an organisation to create [Wireless networks \(WLAN\)](#), as well as use this medium to create network links between locations effectively without the need for inconvenient [cabling](#). It must be realised however at all times that a wireless infrastructure will never exceed the reliability and [security](#) offered by a cabled solution, however it is a very effective way or providing mobility for an increasingly laptop driven office. Email is required remotely so [wireless email](#) to a PDA or mobile phone is becoming a must. Mainly for the purposes of keeping up to date rather than engaging in long exchanges, although with the advent of the [UMPC](#) the

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Infrastructure

- Specialist Experts
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- Helpdesk
- Remote Diagnosis
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 - AV software
 - Cisco
 - n-guard
 - Local security
 - Global security
- Specialised Systems
 - Airport Systems
 - Point of Sale

Internet

- Website
- Intranet
- Online Services
- Databases
- Content Management

line between the office desktop and the mobile phone are blurring. n-wss hve implemented different mobile email systems ranging from the [Blackberry Exchange](#) intergrated Server to redicted email to a mobile telephone handset. [TETRA](#) is the digital equivalent to GSM for mobile radio (what used to be known as Business Mobile Radio or Private Mobile Radio). The infrastructure of these systems is now IT based and Voice over IP has been taken advantage of fully. These systems are the default technology for emergency services and utilities (the latter not so much in Gibraltar). [\[more info\]](#)

Wireless

- [WLAN](#)
- [Wireless Applications](#)
- [Mobile Email](#)
- [TETRA](#)

Customer Services

We pride ourselves in placing customer service at the very top of our agenda, hence our slow step by step development as an IT Services business in Gibraltar. We understand we are not perfect and it is this realisation what makes us strive day to day to improve our quality of service. You can definitely count on n-wss to give everything in their power to provide customer service and quality of service and expect to have a mutually beneficial relationship with our clients. As any business we need to strike the balance between effective level of service and cost control so that the benefits can be passed onto our clients, however there are fundamental elements to our business infrastructure which we continue to invest on away from the obvious technician/engineer on site. We have dedicated sales and purchasing, Internet Services, customer service and helpdesk, on call engineers, workshop technicians, IT consultants. n-wss is ISO9001 accredited and continuously developing its internal processes for effective processing of quotes, orders, deliveries and general enquiries. All our contracted clients will have their systems audited and any changes kept up to date. We are also working towards ISO240001 "Information Systems"

Very soon we shall be providing, secure [online access](#) for our clients, of the progress of the work we are carrying out up to invoicing. A periodic [newsletter](#) will also help to keep you abreast of the developments to our service to you and we very much welcome and even insist on your feedback via our [contactus](#) form. A page for the future is our news webpage which will cover any local as well as global IT news of consequence. Currently it is difficult to realise local IT news but we are working on this in conjunction with a well known local publisher as part of our contribution to give ICT service provision the prominence it deserves as part of a growing, modern business economy such as Gibraltar's. [\[more info\]](#)

More Information

If you need any further information please check out the various links to either side of this text as well as the embedded links above. Additionally if you wish us to call you or meet with you or if there is something you have not found on our website please enter a few details via our [contact us](#) page. We will contact you for a purely informative discussion with no commitments of any kind. Our first task is to inform and to learn.