



mars  
solutions



# COMPANY PROFILE





# ABOUT COMPANY

Our company was founded  
in Tashkent,  
Uzbekistan  
in **2009**

MARS SOLUTIONS is a provider of services and solutions in the field of information technology and engineering systems. Our company is one of the leaders in the telecommunications market of Uzbekistan and Central Asia and rapidly developing in the countries of the Caucasus.

## DOZENS of projects

in the countries of Central Asia  
and the Caucasus

Azerbaijan  
Kazakhstan  
Tajikistan  
Turkmenistan  
Uzbekistan



**24x7/8x5**  
Customer Support

### Integrated approach

In project implementation, business needs of Customers are carefully examined and this allows us to introduce the most effective solutions. We provide a full range of high-quality services: design, equipment delivery, installation, commissioning, warranty and service. A successful project experience, existence of typical technical solutions, individual approach to customer requirements and knowledge of the local market enables us to provide services of any complexity.

### Services

We have a wide range of resources to provide various types of technical support, including staff of service engineers ready for 24x7 response and immediate arrival at the customer's site, as well as our own warehouse of equipment and spare parts for emergency replacement.

### Expertise

The dynamic telecommunications industry, where technologies and concepts are ever-changing day by day, requires deep awareness and offering only prospective and promising solutions. Therefore, the company invests heavily in the development of its employees skills. Our engineers regularly attend trainings of the leading vendors.

### Quality

MARS SOLUTIONS pays serious attention to the development of business processes, quality, customer satisfaction and efficiency of projects based on the international standards of project activities (ITIL, PMI, etc.). In 2011, our company became the first domestic system integrator, confirmed the compliance of the quality management services to the international standard ISO 9001.

# OUR VALUES



## TEAM

We are integrated into the close-knit team, motivated and committed to success. We are always working in a team to achieve common goals.



## EFFICIENCY

Our customers are comfortable to work with us due to the effectiveness of our team and relentless pursuit of quality.



## PROFESSIONALISM

Professionalism is the foundation of our business. It helps to maintain an impeccable reputation and allows us to implement projects of varying complexity.



## RESPONSIBILITY

We constantly strive for our image of a reliable partner with an impeccable reputation. We always keep our word and meet our obligations.



## INNOVATIONS

Every day we learn new information to implement the most advanced, promising and effective solutions.





# OUR PARTNERS

Due to established partnerships with a great number of hardware and software manufacturers, we can quickly deliver equipment, providing tangible discounts and offering a comprehensive multivendor solution.



**Hewlett Packard Enterprise**



**FORTINET**

Silver  
**Microsoft Partner**



**Check Point**  
SOFTWARE TECHNOLOGIES LTD.



**DELL Technologies**  
PLATINUM PARTNER



**CYBERARK**



**TREND MICRO**



**McAfee**  
Together is power.



**Qualys**  
CONTINUOUS SECURITY



POWERED BY Raytheon



Connect Beyond the Network



**HUAWEI**



Engage The Power of We™



**Red Hat**



THE MARS SOLUTIONS  
**TEAM**

**OUR**  
GUARANTEE OF  
**SUCCESS**

**100%**

of our technical specialists have professional certificates from the leading vendors of the telecommunications industry



Our portfolio has more than

**100**  
certificates



Premier Integrator  
Registered Partner  
Security Specialization  
CCNP Routing & Switching  
CCNP Data Center  
CCNP Security  
CCDP  
CCDA



Platinum Partner



**Hewlett Packard  
Enterprise**

Business Partner



Elite Partner



**Check Point**  
SOFTWARE TECHNOLOGIES LTD.  
**Two Stars Partner**

Check Point Certified  
Security Expert  
Check Point Certified  
Security Administrator  
Check Point Certified  
Sales Representative

Silver

**Microsoft  
Partner**

Datacenter



VMware Certified Professional -  
Data Center Virtualization



NSE 4 Network Security Professional  
NSE 5 Network Security Analyst  
NSE 7 Enterprise Firewall  
NSE 7 SD-WAN



Silver Level



**Qualys**  
CONTINUOUS SECURITY

VAS Reseller



Authorized Reseller



*Engage* **The Power of We™**  
**Authorized  
Partner**

Contact Center  
Unified Communications  
Video



**Red Hat**

Red Hat Certified System  
Administrator (RHCSA)



Certified  
Information  
System Security  
Professional

Certified Information  
Systems Security  
Professional

**International  
Certification**



## INFORMATION SECURITY

- Information Security Audit
- Penetration testing
- Endpoints protection
- IPS / IDS
- Strong authentication
- Network Access Control
- Net Perimeter Security
- Virtual private networks (VPN)
- Identification of vulnerabilities
- Video surveillance systems
- Access control and management systems
- DLP
- Implementation of information security management system  
+Security Operation Center (SOC)

Information Security is one of the most important areas of activity of our company.

We can analyze your network and identify all the vulnerabilities, to prevent unauthorized access and ensure a safe secure connection with your branches.

We offer the best software and hardware solutions in the industry based on information security and physical access control systems.

We provide services aimed at creating integrated information security systems, including processes, people, documentation and technical resources based on the assessment of the IS risk model.



## UNIFIED COMMUNICATIONS

MARS SOLUTIONS helps companies to organize an inexpensive, extremely convenient and flexible telephone communication, expand its functionality and thus economize on long distance and international calls.

- VoIP
- Calls recording
- Call centers
- Multimedia conferencing
- Telepresence



There is no place on the globe today which cannot be connected to the Internet. Through collaboration with leading manufacturers of wireless solutions, we can promptly provide you with an inexpensive and convenient connection with hard-to-reach locations and build a flexible Wi-Fi infrastructure at your company's site. We can also offer an appropriate solution for wireless ISP.

## WIRELESS TECHNOLOGIES

- WiFi, WiMESH
- Radio-relay communications



## DATA CENTERS

Today an approach to data processing and storing is transforming, thanks to cloud computing and virtualization. Collaborating with industry leaders, we are aware of what solutions we have to offer tomorrow for your infrastructure remaining relevant and ready to build new applications and services.

- Data centers
- Clustering
- Virtualization
- Cloud computing
- Data storage systems
- Backup systems
- Data storage networking
- Mobile DPCs



## MULTISERVICE NETWORKS



Our solutions of complex data transfer systems allow us to introduce new services and fundamentally improve the network settings: communication speed, number of possible connections, security, fault tolerance, and scalability. Thus, our customers are able to improve the efficiency of their business processes and improve competitive advantages.

- Corporate networks
- Industrial networks
- Transport networks for service providers
- Integrated VPN networks
- Optimization of networking applications
- Monitoring and control systems

## MULTIMEDIA SYSTEMS

Modern multimedia systems change one's attitude toward interdisciplinary collaboration, education, medicine, advertising industry and corporate business processes. Today, all over the world companies implement multimedia solutions which help them to discover new markets and have the edge over the competitors thanks to the unique services.

- Broadcast video to IP-based networks
- Audio conferencing systems
- Simultaneous interpretation
- Acoustic systems
- Visualisation
- Integrated control





## ENGINEERING SYSTEMS

- Full range of data center support systems
- Structured cabling systems
- Raised floors and dropped ceilings systems
- Precision cooling systems
- Uninterruptible power supply (UPS) systems
- Sources of the primary and backup power
- Engineering Design

## SUPPORT AND MAINTENANCE SERVICES

Service support from MARS SOLUTIONS is a reliable protection of the crucial areas in your infrastructure from an unforeseen stoppage. This means that in the event of equipment failure, your customers will continue to receive uninterrupted service, business-critical applications will function, and the employees of the IT department will concentrate on important tasks of business growth, rather than maintaining. We offer a variety of service and support options depending on your business needs.

Information systems, providing continuous communications on a long-term basis, are used in all spheres of activity. The MARS SOLUTIONS company offers a wide range of services for the development, implementation and technical support of backup power systems, structured cabling systems, and climate control systems on the premises with a large number of the telecommunication and computing equipment.



- IT infrastructures audit
- Consulting Services
- Technical support and service 24x7
- Replacement of equipment within 2 hours (over Tashkent city)
- Onsite support

# BANKING AND FINANCE

Today the business of financial institutions goes beyond geographical boundaries and becomes more complicated.

MARS SOLUTIONS helps banks to maintain their competitive advantage, pre-delivering the best customer service, reducing costs, corresponding legislation and ensuring total information security.

**JSCB "Invest Finance Bank" (Infin Bank)** **Building an information security management system, as well as a range of security solutions:**

Uzbekistan 2022

- File integrity monitoring (FIM)
- Security information and event manager (SIEM)
- Vulnerability management (VM)

**JSCB «Kapitalbank»**  
Uzbekistan 2021-2022

- **FortiMail** - Corporate Mail Protection Project
- **HPE HCI** - Building an IT infrastructure based on hyperconvergent solutions

**JSIB "Ipoteka Bank"**  
Uzbekistan 2021

**Design, supply and implementation of environmental monitoring systems in the server room based on APC, Bolid equipment.**

**Implementation of a hardware and software complex for the protection of network infrastructure and systems  
Video surveillance with face recognition.**

**JSCB TBC Bank**  
Uzbekistan 2021

**Fortimail corporate mail protection project**

**Construction project of hyper converged system based on an extension from VMware**

**Yangi Group LLC**  
Uzbekistan 2021

**Dell Information Systems Servers**

Supply and commissioning of Dell PowerEdge server equipment and data storage systems on the latest PowerStore 1000

**Fortinet network infrastructure**

Supply and commissioning of network equipment based on the equipment Fortinet (firewalls, switches)

Architecture for Fortinet Security Fabric

**Turnkey data center design based on the manufacturer APC Schneider Electric**

**JSC "Ziraat Bank Uzbekistan"**

Uzbekistan 2019

**Implementation of Cisco IP telephony for the Bank and its branches**

Equipment supply and commissioning of Cisco IP telephony



# BANKING AND FINANCE

## **JSCB "Uzagroexport Bank"** Uzbekistan 2018, 2020

### **Fortinet NGFW**

Bank's perimeter security construction based on Fortinet equipment

### **Perimeter security upgrade project for the bank's head office and branch**

Perimeter security based on Fortinet UTM and centralized reporting tools FortiAnalyzer

## **International Bank of Azerbaijan** Azerbaijan 2013

### **Cisco Enterprise IP telephony, IP Contact Center**

Software update and immigration to new hardware of IP ATC services, contact centers, recording systems, voice mail subsystems

## **National Bank of Foreign Economic Activity of the Republic of Uzbekistan** Uzbekistan 2011-2017

### **Check Point**

Organization of perimeter security of the bank on the basis of Checkpoint equipment

## **Uzpromstroybank** Uzbekistan 2011-2013

### **HP, VMware, Microsoft**

Implementation of Active Directory

### **Cisco ISR, EMC Data Domain**

Expansion of the modem pool for communication with POS terminals  
Data backup system with deduplication



« JSCB "Invest Finance Bank" (Infin Bank) Information security plays an important role in the life of our bank. In 2020, we started building an information security management system, and this is a long and labor-intensive process. In the implementation of such a complex and large-scale project, Mars Solutions, with its many years of experience and a large number of highly qualified specialists, has proved itself to be a competent and reliable partner

Salimov P.T  
Deputy Chairman of the Management Board  
JSCB "Invest Finance Bank"

# PUBLIC SECTOR

## CUSTOMERS

Virtually all the State structures in CIS countries are actively engaged in modernizing their networks, introducing e-government systems, conferencing and data centers today. Government organizations require certain technologies for a secure and reliable interaction with millions of citizens connected to the Internet.

MARS SOLUTIONS has an extensive experience working with government organizations in the CIS countries and focuses security of the offered solutions

**Ministry of Tourism and Cultural Heritage of the Republic of Uzbekistan**  
Uzbekistan 2021

**Supply of firewalls** for the organization of the security perimeter, to the head office and branches

**The State Committee of the Republic of Uzbekistan on Statistics**  
Uzbekistan 2020-2021

**Supply of firewalls for the organization of the security perimeter, to the head office and branches**  
**Supply of a set of equipment for the organization of a data processing center**

**Cabinet of Ministers of the Republic of Uzbekistan State Testing Center**  
Uzbekistan 2019-2020

**Project of organization of perimeter security and user access control**

Providing perimeter security and user access control based on the Fortigate UTM cluster

**Update of IT infrastructure based on HPE equipment and implementation of the remote desktop services based on the Microsoft RDS solution**

Supply and configuration of HPE ProLiant DL Gen 10 servers and HPE MSA data storage systems  
Installation and setup of Microsoft Hyper-V and Remote Desktop Services

**Delivery of server equipment, implementation of Active Directory, delivery and implementation of hardware and software complex for network infrastructure protection**

**Ministry of Higher and Secondary Special Education of the Republic of Uzbekistan**  
Uzbekistan 2019

**Modernization project of IT equipment and creation of a unified data processing center for higher educational institutions of the Republic of Uzbekistan**

Creation of a single data center in Tashkent based on Dell PowerEdge equipment, FortiGate, FortiAnalyzer centralized reporting tools and Vertiv UPS  
Centralized delivery and installation of Dell PowerEdge equipment, switches, VERTIV 3kVA UPS and Dell Latitude laptops for higher educational institutions of the Republic of Uzbekistan

**JV «LG CNS Uzbekistan»**  
Uzbekistan 2016

**EMC**

Configuring of database backup equipment

**Road Safety Governance**  
Uzbekistan 2015

**NEC**

Construction and deployment of Video-wall for Command Center of Road Safety Governance in Tashkent city

**Economic Court of the Republic of Uzbekistan**  
Uzbekistan 2014

**LifeSize**

Video conferencing system in the system of economic courts of the Republic of Uzbekistan



# PUBLIC SECTOR



**JSC "Astana Innovations"**  
Kazakhstan 2013

**The pilot project of the "Integrated Life Support System in the city of Astana". CCTV subsystem.**  
Development of the Terms of Reference

**The Presidential Administration**  
Azerbaijan 2012

**Cisco videoconference system**  
Design and implementation of geographically-distributed videoconferencing communication system for the Presidential Office

**State Tax Committee**  
Uzbekistan 2012

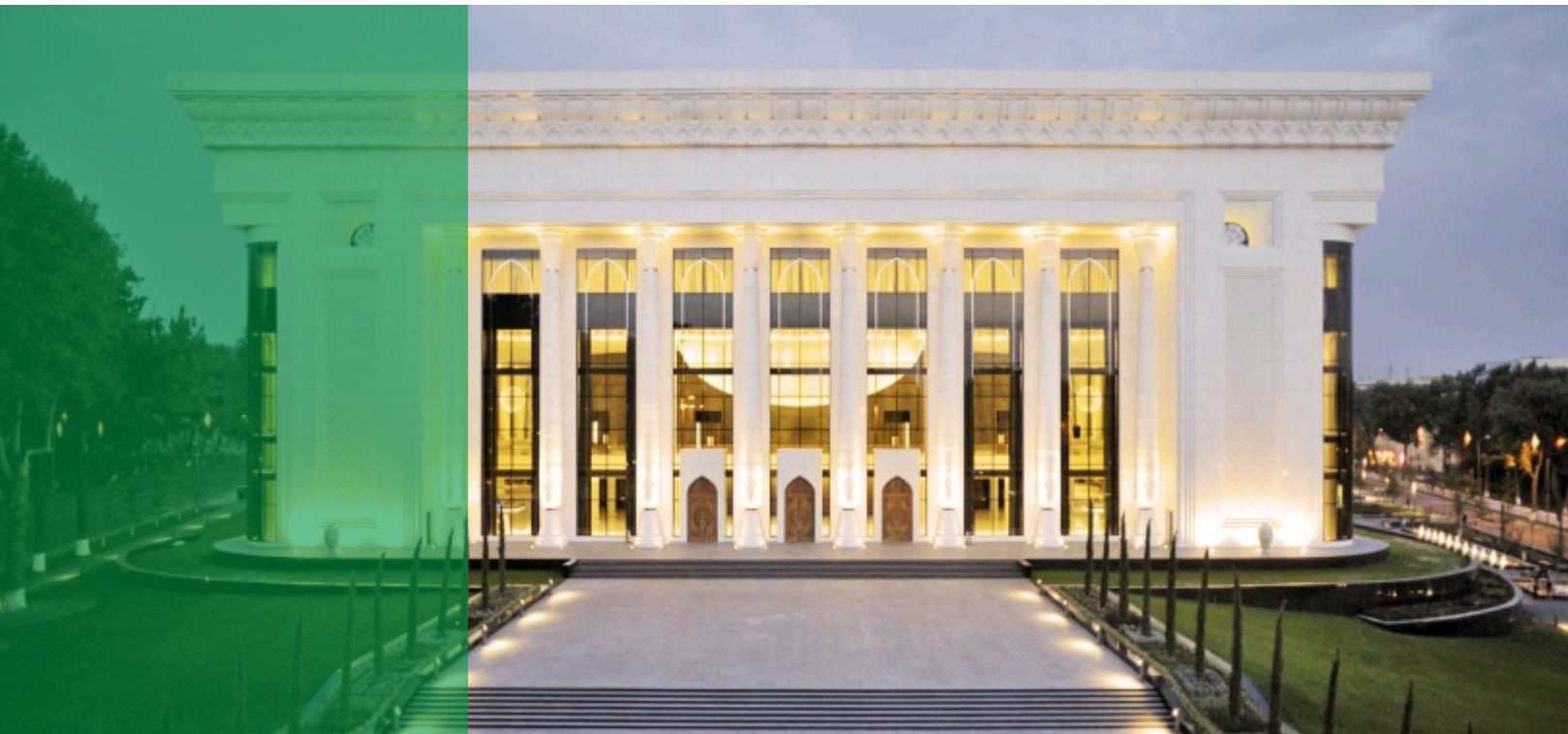
**Cisco IP telephony, LINDNER raised floor, Climaveneta air-conditioning systems**  
Datacenter infrastructure deployment  
VoIP system implementation

**Ministry of Internal Affairs**  
Turkmenistan 2012

**Cisco Telepresence, Catalyst**  
Installation of network equipment and Cisco network perimeter protection in the Operations Room  
Introduction of videoconference system in Central and Regional offices of the Ministry of Internal Affairs

**Ministry of Internal Affairs**  
Azerbaijan 2011

**Cisco Catalyst, Cisco LMS**  
Development of the CCTV security network core



# INDUSTRIAL SECTOR

## CUSTOMERS

The industrial enterprises can ensure the operations continuity and automate many of processes owing to the modern IT solutions. Our solutions portfolio includes enterprise-class data centers, climate controlling equipment and physical access control systems.



The management of JV "Uzbat JSC" expressed its gratitude to MARS SOLUTIONS company for the proposal and implementation of project on traffic optimization between their sites.

The month's results showed a real optimization by 42.52%, the overall traffic level totalled 170 Gb with the channel bandwidth of 4 mbps.

It should be noted that the equipment was delivered exactly on time and put into operation in an expert way

**Stanislav STROKOVSKY,**

Manager of infrastructure and telecommunications in the subregion of Central Asia and the Caucasus,

**British American Tobacco**

**Coca-Cola Ichimligi  
Uzbekiston Ltd**  
Uzbekistan 2021

**Implementation of the Fortinet Security mail server.**

**Enter Engineering  
Pte. Ltd., DCS  
Uchkyr**  
Uzbekistan 2021

**Commissioning of: VHF radio communication,  
loudspeaker communication, notification system,  
telephone communication, electrics, CCTV.**

**Samarkand  
Automobile  
Factory LLC**  
Uzbekistan 2016-2018

**Cisco IP telephony and video conferencing system**

Development and Implementation of Cisco IP telephony and video conferencing systems for the all branches

**UzCarlsberg LLC**  
Uzbekistan 2018

**The Project of Reconstruction and expansion of IT  
infrastructure of the plant**

Deployment of transport network based on Cisco, Juniper and HP equipment around the plant

**Gazprom Oil –  
Tajikistan**  
Tajikistan 2013, 2015

**Cisco IP telephony and networking, NGFW Fortinet,  
FortiMail**

Network infrastructure upgrade and IP telephony implementation on the basis of Cisco solutions. Network security and protection of corporate mail based on Fortinet equipment.

**British American  
Tobacco**  
Kazakhstan, Georgia,  
Azerbaijan 2013

**The project on modernization of the corporate  
network at Gas Stations and other facilities**

Secure transport network based on Cisco equipment in all objects  
Integration of all customer objects via Cisco IP telephony system  
Introduction of Tariscope billing system

**"LUKOIL Uzbekistan  
Operating Company" LLC**  
Uzbekistan  
2013 - Present Time

**Cisco VoIP**

Commissioning and application of IP telephony in the BAT offices in Almaty and configuration of remote systems for the offices in Baku and Tbilisi

**Supply of Technical Documentation & Equipment  
for development of Gas-Condensate fields Adamtash,  
Gumbulak and Djarkuduk-Yangi Kizilcha  
in the Republic of Uzbekistan**



# INDUSTRIAL SECTOR



**"LUKOIL Uzbekistan  
Operating Company" LLC**  
Uzbekistan 2013-2015

**Development of working documentation for information and engineering systems for the project "Construction of a gas processing plant and construction of Kandym group of fields" on the "re\_FEED" stage.**

- Power Supply System
- Satellite Television System
- IT System
- Monitoring System
- Master Clock System

**"LUKOIL Uzbekistan  
Operating Company" LLC**  
Uzbekistan 2013-2015

**Development of working documentation for the "Complex of information and engineering systems of "Early Gas Kandym group of fields and construction of the northern part of Shady area"" project.**

**"LUKOIL Uzbekistan  
Operating Company" LLC**  
Uzbekistan 2013

**The project "Design, construction, installation, testing, commissioning and training of Lukoil Uzbekistan Operating Company personnel for Complex of Information and Engineering Systems on the Dzharkuduk field Supporting base on a "turnkey".**

- Data Transmission Network
- Power Supply System
- Satellite Television System
- Structured Cable Network
- IT System
- Information Security System
- Monitoring System
- Master Clock System
- Conference Hall
- Data Center
- Antenna Towers

**"LUKOIL Uzbekistan  
Operating Company" LLC**  
Uzbekistan 2013

**The "Fiber-optical communication line from the supervising camp for projects construction at the Kandym group of deposits to the connection point at the JSC "UzbekTeleCom" equipment in the Karakul district center"**

Nexans fiber optical cables supply

**LUKOIL Uzbekistan  
Operating Company**  
Uzbekistan 2012

**Cisco, HP, NetUP, AXIS**

Commissioning and adjustment of Data Communications network subsystems, IT, video surveillance and IPTV in the Kandym supervising camp

## SERVICE PROVIDERS



« The system performance, scalability, and reliability significantly increased; opportunities for further development in the provision of new services and network services were discovered owing to the introduction of modern traffic handling solutions. The implemented solution will enable us to develop and introduce new service plans with more flexible parameters and functionality to better meet the needs of our customers and improve marketing competitiveness.

**GOLIKOV A.V.,**  
Chief Technology Officer of  
«UNITEL»  
(Beeline Uzbekistan)

MARS SOLUTIONS successfully maintains solutions for service providers, enabling them to increase profits and efficiency by using new technologies and services.

**HHO Tas-Ix**  
Uzbekistan 2021

**Supply of equipment Extreme Networks**  
Building of a network infrastructure on Extreme Networks equipment

**Coscom LLC**  
Uzbekistan 2021

**Fortinet NGFW**  
Project on building network security based on FortiGate firewalls

**Super iMax LLC**  
Uzbekistan 2015-2017

**HP**  
Delivery and installation of data storage system.

**HP, Dell**  
Delivery and installation of equipment for the billing system.

**SAF Integra**  
Construction of 22 MW hops for LTE data network in Tashkent city

**UMS LLC**  
Uzbekistan 2015

**Cisco**  
Development of technical solutions, supply of equipment and software, the construction of Call Centre on the basis of VoIP technology for the UMS LLC in Uzbekistan

**TM Beeline**  
Uzbekistan 2012, 2020

**Dell**  
Server architecture extension

**Engineering Systems: Emerson, Legrand, York, DKC, Lindner, Arktika, Technos M+**  
Supply and commissioning of engineering systems for Beeline data centers  
Raised flooring System and SCS (Structured Cabling System) (Lindner, DKC)  
Precision air-conditioning system (York)  
Power supply system (Emerson, Legrand)  
Automatic Fire Fighting Equipment and Ventilation systems (Technos M+, Arctic)



# EDUCATION



Owing to modern technology, the education process is being greatly reformed today and may become much more efficient with the superior quality of teaching. The tools for interactive communication between teacher and students are being actively introduced in the educational process of universities and leading schools.

**Inha University  
in Tashkent**  
Uzbekistan 2016

**The Academy of  
State Governance  
Under The President  
of The Republic  
of Uzbekistan**  
Uzbekistan 2013

**Tashkent State  
University of Law**  
Uzbekistan 2013

**Westminster International  
University in Tashkent**  
Uzbekistan 2013

## **Cisco VCS**

Setting up a video conferencing system based on Cisco equipment

## **HP, Citrix, Samsung, Macroscop**

Supply and installation of equipment and software for local area network (including wireless equipment), server systems, NAS, thin-clients, nextgen firewall, workstations and copying equipment

## **HP, Ubiquiti, Perco**

Supply and installation of equipment and software for local area network (including wireless equipment), server systems, UPS, ACMS and video surveillance systems

## **Dell, Canon, Ubiquiti, Microsoft**

Supply and commissioning of equipment for campus network (including wireless equipment), server systems, workstations and copying equipment

## COMMERCIAL ENTERPRISES



Marketplace Trading LLC expresses its gratitude to MARS SOLUTIONS LLC for implementation of a technological platform and advances information security system which made it possible to build the SELLO project, the project that awarded with the title of “the most innovative BPM project” of 2022

Yusupov I.A  
CEO

Marketplace Trading LLC

The business of commercial enterprises is heavily dependent on its IT infrastructure and Internet access. Owing to modern IT solutions, we have supported many businesses to reduce their risks associated with downtime, improving their business processes and increasing ROI.

Proper network infrastructure and collaboration tools can help in optimizing staff performance and improving communication with customers. Using modern security solutions and data processing, the staff can effectively work with line of business applications that store important company data, even when you're in another city.

**IE Magnum Retail LLC**  
Uzbekistan 2021-2022

**Marketplace Trading LLC**  
Uzbekistan 2021

**JSC "Uzbek Commodity Exchange"**  
Uzbekistan 2019

**Technodom**  
Kazakhstan 2013

**Lotte City Hotel Tashkent Palace**  
Uzbekistan 2013

**Carlsberg Uzbekistan**  
Uzbekistan 2012-2017

**Azersun Holding**  
Azerbaijan 2012

**Building a security factory based on Fortinet equipment**  
Integration of a local network, Next Generation Firewall, wireless network

**Design and implementation of IT and IT security infrastructure.**  
Building an IT infrastructure based on Dell Technology equipment and VMware software. Implementation of Microsoft Active Directory and Veeam Backup and Replication. Design and implementation of network infrastructure and network and web application security solutions based on Fortinet solutions.

**IP telephony implementation project and company contact center**  
Organization of IP telephony and contact center of the company based on Yealink equipment

**IT consulting, Cisco Wi-Fi**  
Consulting and audit of IT infrastructure  
Design and deployment of Cisco Wi-Fi in the head office

**Dell, HP**  
Delivery of HP server hardware and Dell workstations

**Extreme Networks, Ubiquiti, transport and wireless data network**  
Design, supply and commissioning of the transport network based on the Extreme Networks hardware, wireless access for customers based on the Ubiquiti hardware

**HP**  
Modernization of IT infrastructure

**Cisco VoIP, LAN**  
Modernization of IP telephony and LAN systems, the introduction of the billing system for monitoring and management of international calls

**Cisco Videoconference systems**  
Introduction of videoconferencing within the holding



# SUPPORT AND MAINTENANCE SERVICES



## Clients with 8x5/24x7 NBD and RMA

### UMS

Uzbekistan 2016–2017  
24x7

### NBU

Uzbekistan 2012–2020

### UzAgroExportBank JSCB

Uzbekistan 2018–2019

### JSC «Ziraat Bank Uzbekistan»

Uzbekistan 2019–2020  
Technical Support 24x7 for HPE and Cisco IP Telephony Server Equipment

### JSC "Uzbek Commodity Exchange"

Uzbekistan  
Technical support for IP telephony

**8x5/24x7** means that our technicians are guaranteed to provide remote consultation or pull the customer's site during working hours by 8x5 (on workdays, from 09:00 am to 06:00 pm) or round the clock by 24x7 (24 hours a day, 7 days a week).

**Extended support** provides temporary replacement of the defective equipment from a MARS SOLUTIONS warehouse or manufacturer's in return or repair period. This type of support is especially necessary for service providers and banks, as even a momentary glitch in the network can have a significant impact on the customers' loyalty.

**Help desk consulting support** includes advices to the customer on the phone. Most of the manufacturers have no Russian-language technical support; but our experts can take on an effective help desk resolution of issues with any manufacturer.

## Clients with a variety of support options

### Carlsberg Uzbekistan

Uzbekistan  
2010–2016  
8x5 NBD without RMA

### Nokia Solutions and Networks

Uzbekistan  
2012–2021  
RMA

### First European Games in Baku city

Azerbaijan  
2015  
24/7

Service and onsite support of network infrastructure





mars  
solutions

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