



# SIMBACOM

dba Simba Enterprise, LLC  
Providing Professional Services  
“Above and beyond the call”

## SimbaCom

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[simbacom.net](http://simbacom.net)

Disadvantaged Small  
Business

Hub Zone Certified

## Impacts of COVID on Deployments

SimbaCom is known for our motto of having “boots on the ground in 72 hours of contract award”. As a small, disadvantaged business, we can react much faster than the large corporations, and almost everyone in our company is deployable. We have two people that are not deployable, and they are office support needed for our deployed staff. Mr. Ali Sajjad, the CEO deploys along with the entire senior staff and we do not ask our Field Service Reps to do anything that we will not do ourselves.

SimbaCom, established by Mr. Sajjad in 2006, has two primary verticals, End to End Satellite Communications Services and Field Support Representatives (FSR's). This paper is to highlight our Field Support capabilities and the challenges we faced and overcome during the COVID pandemic.

Before COVID, our process was to hire FSR's on one (1) year deployment contracts. We would bring them to our headquarters in Leesburg, Virginia, get them training (GVF, Security, terminal specific training), medicals, passports, VISA's, Credentials (CAC's & Letters of Authorization), and then deploy them for one year. At the end of the year, we bring them back, and then start the process over again.



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SimbaCom also has floater FSR's to provide short term coverage while our core FSR's are on R&R, emergency leave, or annual reprocessing. These floater FSR's are senior staff that has been with us for more than 1 deployment, are located in theater, act as our theater managers, and are also the key to our “Boots on the ground in 72 hours” capability. When the floater FSR's are not filling in for our core FSR's, they are available to our customers for short term assignments for installation, repair, and preventative maintenance for unattended assets. Having them available for other tasks also helps us to keep costs down.

The COVID pandemic has had a great impact on our operations. Before COVID, when we hired a new FSR, it was typically 3-5 weeks from hiring to deployment. Now we have to quarantine them on arrival, get all their training and credentials done, then quarantine them again before deployment. Once they get in theater, they are quarantined again before getting transport to the actual site where they are quarantined again before being allowed access to the site. With the embassy and consul closures, getting Visas has been a major delay. Being located in the DC suburbs, we have a very good relationship with the embassies and consuls and have had very good success with getting Visas processed in a timely manner. Having an office staff highly experienced with the process has been a major asset to our operations and our success.





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For our floaters, they are quarantined before getting transport to the actual site, then quarantined again before being allowed access to the site. A typical 2-day to 2-week turnaround for a floater has ballooned into 6 to 8 weeks depending on the locations and country specific requirements.

While many companies have not been able to move personnel during this pandemic, we are very much still in business. While it is taking much longer than we would like, we are still hiring and deploying FSR's worldwide.

If you have field support requirements and need assistance, please call us. Our FSR's are Satcom Experts first and foremost, but they are also extremely experienced with Routers, Switches, LAN's, VLANS, Video Conferencing, Microwave, and Fiber.