

Advanced Management

Benefit from vendor expertise for communications, collaboration and network operations

Today, customer expectations are targeting both business and technology outcomes. That's why IT leaders are looking for agile Services Providers, able to rapidly adapt the organisation to manage new requirements.

IT Services require a high level of services to address critical issues and to maximise IT investments that require specific skills they do not have and do not want to acquire and maintain.

The Alcatel-Lucent Enterprise **Advanced Management** offer provides vendor engagement on remote operations for communications, network and collaboration solutions.



Business Partners benefit from ALE's ability to extend their service offer and assist with operations, enabling organisations to optimise their staff, increase market share and focus on their customers' business. Business Partners can rely on ALE to deliver rapidly on their behalf and take on new workloads with no investments in recruitment and training.

Two services packages are available, **Base**, and **Prime** for enhanced SLA and monitoring. In addition, multiple on-demand options are available when there is a need for extended vendor engagement.

Customers are guaranteed 'best in the market' expert support for their equipment. ALE ensures business continuity today, while building for the future. We assist organisations at every stage of their digital transformation with support for: architecture design and build, operation, change management and transition to a new solution.

Business Partner benefits

- **Faster time to market:** A scalable remote Managed Services model, structured to meet customer expectations with limited investment required from the Partner
- **Customer loyalty:** Best-in-class services provided by ALE, plus proximity services delivered by the Partner to ensure customer satisfaction
- **Ramp-up flexibility:** Easy handover from ALE to the Partner, by service and/or by customer, with no financial constraints
- **Delivery agility:** Optimise workforce management by adapting to partner resources turnover, to handle rising client demands and other fluctuations in activity

Customer benefits

- **Vendor insurance:** ALE accountability to manage cases until resolution including R&D interaction
- **Ease of change and adaptability:** Capacity to easily enhance the scope and level of services by adding options, optimising decision and providing flexibility
- **Satisfaction from proximity:** Commercial interaction and proximity services provided by the Partner to ensure customer satisfaction
- **Pay for what you need:** Build an agile IT and cost-effective model to sustain evolution of the customer's activities

Key features

Scope	Packages		On demand
	Base	Prime	
Incident management			
Service Desk (SPOC) in English	✓	✓	
Other languages			✓
Service availability 24x7x365	✓	✓	
SLA 8H	✓		
SLA 4H		✓	
24x7 monitoring and correlation		✓	
Incident resolution	✓	✓	
External resolver group follow-up (third party chasing)	✓	✓	
MACD			
Change during incident treatment	✓	✓	
Change and information request			✓
Asset/device configuration			
Configuration during incident treatment for asset replacement	✓	✓	
New asset/device configuration			✓
Backup			
Backup during handover tasks (maximum 1 backup per week on 1 month)	✓	✓	
Other backup			✓
Restore			
Restore during incident treatment/MACD	✓	✓	
Other Restore			✓

Scope	Packages		On demand
	Base	Prime	
Release deployment			
Release deployment during incident treatment/MACD	✓	✓	
Major release deployment		✓	
Other Release deployment			✓
Password management			
End user password management			✓
System password management			✓
Recommendations reports: release, patch, license, hardware obsolescence, capacity, recurrent problem			✓
Design			
			✓
Implementation (build)			
			✓
Consulting, audit			
			✓

Technical specifications

Supported systems

- For all ALE communications, collaboration and network solutions
- A valid Software Support contract is mandatory (for example; SPS, SA, Partner Support)
- Worldwide availability, except for some solutions where in-country availability applies

Services and support

- This service is delivered by Business Partners or delegated to ALE on request
- All ALE services are delivered remotely; activity provided on-site is done by the Business Partner
- This service is available to our Partners, System Integrators, Software Vendors, Managed Services Providers and Agents

Pricing and ordering

- Pricing for communications solutions is based on a predefined price per user according to the package level plus additional services to be purchased in credit units
- Pricing for network solutions is based on a price per switch plus additional services to be purchased in credit units
- Request a quote for the service and options from the ALE MyPortal website: Welcome Page >QUICK ACCESS >[Professional Services Offer request](#)

Contact us

For more information about this service offer or to initiate an enquiry, please contact the local Services Sales Specialist in your region.