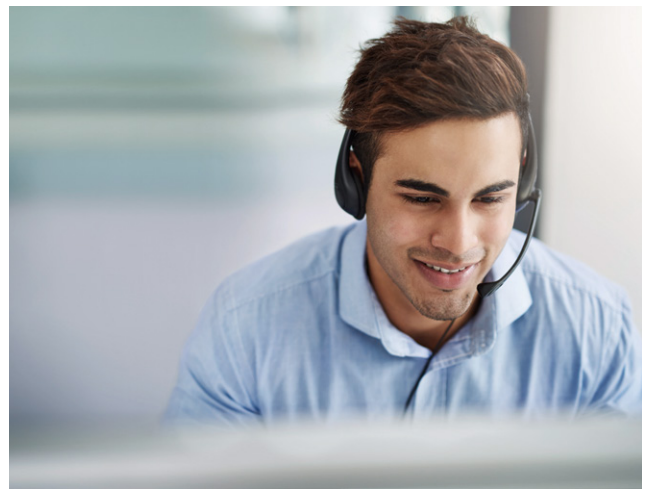


# Alcatel-Lucent Enterprise End Customer Level 2 Support

## Benefit from vendor operations expertise

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 their organisation to manage new requirements, as well as provide a high-level of services for critical issues, to maximize IT investments. To assist our Business Partners (BP) in the quest for adaptability and quality of services, Alcatel-Lucent Enterprise proposes End Customer Level 2 Support, to complement BP organisations.



End Customer Level 2 Support helps BPs improve their operations, by delegating the management of communication services or network infrastructures incidents to ALE. We deliver Level 2 Support services to our Partners, or directly to customer IT teams if requested by Partners, without requiring any pre-requisite certification or expertise.

We provide access to our Level 2 Support team through a flexible contract, based on a predefined volume of tickets and duration, covering remote diagnostics before escalating to ALE Level 3 Technical Support for more complex issues. This ALE Services offer proposes options for an enhanced SLA and 24x7 coverage.

Based on a 6-month minimum contract, with a price-per-volume of tickets, this offer is flexible, cost-effective, and specially designed to support customers, and it complements the 'Business Partner Operations Services' and the 'ALE Level 3 Technical Support' offerings.

### **Datasheet**

Alcatel-Lucent Enterprise End Customer Level 2 Support

## Business Partner benefits

### Technical adaptability

- **Faster time-to-market:** Optimize workforce management, build virtual teams immediately, even for technology domains not yet addressed by the Business Partner
- **Increased productivity:** Rely on ALE experts to manage incidents in a cost-effective way, freeing Business Partners to allocate their experts to more profitable value-added services

### Business Expansion

- **Ramp-up flexibility:** Secure onboarding/ramp-up phases, providing fulfilment through ALE experts for new customers and to secure long-term relationships between Partners and Customers
- **Business accelerator:** Guarantee the capacity to rapidly deliver services for projects, new workloads, and new solutions, without making investments in recruiting and training

## Customer benefits

### Quality of Service

- **Vendor insurance:** ALE accountability to manage end-to-end cases until resolution to provide maximum efficiency
- **Criticality:** Capacity to easily enhance the level of services by adding options like third-party incidents dispatch, simplifying support across the customer's entire solution

### IT optimisation

- **Services flexibility:** Adaptability of the services contract, by volume of tickets and duration, for better alignment with IT team capacities

### Resource management

- The customer can extend the relationship to leverage existing processes and people involved with the current Business Partner, without risk or constraint, to integrate additional ALE solutions

## Key features

- Level 2 Operations Support including troubleshooting, resolutions, fixes, and installations
- RMA and Field Operations delivered by the Business Partner

| Service level  | Emergency  | Critical  | Major  | Minor  |
|--|--|---|--------|--------|
| Processed  |  |   | 8x5*   |        |
| Response Time  |  | 30 Minutes  |        |        |
| Resolution Target for Service Requests not requiring defect correction | Next business day**<br>ALE shall use all reasonable efforts to continue to work on the incident until service is restored and/or a workaround is provided. |   | 2 days | 5 days |
| Resolution Target for Service Requests requiring defect correction     |  | If ALE confirms that a licensed software fix is required, ALE shall use reasonable efforts to correct the defect.<br>Refer to Services Level Objectives – Level 3 |        |        |

\* Can be extended in 24x7x365 optionally

\*\* For emergency incidents, can be reduced optionally (4 hours)

## Key options

- Option 1 - 4H Restoration time
- Option 2 - 24x7x365 Incident management

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## Technical specifications

### Prerequisites

- A valid Software Support contract is mandatory (SPS or Partner Support)
- A remote connection to end customer devices must be provided by the Partner or Customer
- No certification required from Customer IT engineers to contact ALE services directly, however, sufficient English language communication and basic technical skills are required

### Supported systems

- Worldwide availability for ALE Communications solutions
- Worldwide availability (excluding NAR) for ALE Network solutions

## Services and support

- The ALE End Customer Support team deliver Level 2 remote incident management, interacting directly with Customer IT teams or Business Partner welcome centre agents
- The ALE team can intervene to manage all customer tickets or only a portion of tickets routed by the Business Partner, for example
- The access to the service is multichannel: emails, calls, Rainbow chat
- All services are delivered remotely; no activity is provided on-site

## Pricing and ordering

- Pricing is based on Volume of Tickets + Options
- The subscription can be purchased with a duration of 6-months up to three years, to be renewed after such time
- Request a price quote for the service and options from Alcatel-Lucent Professional Services

## Contact us

For more information about this service, please contact: [professional.services@al-enterprise.com](mailto:professional.services@al-enterprise.com)