



Service Sheet

Alcatel-Lucent Enterprise ProActive Engineering Resource service

Subscription Professional Services for
Enterprise Communications and Network

PROACTIVE ENGINEERING RESOURCE SERVICE OVERVIEW

Enterprise network and communications solutions are under increasing pressure to deliver more value to the business. At the same time, IT budgets are shrinking. This results in fewer in-house employees who know how to optimize, operate, and maintain the Communications and Network solutions to achieve optimal value for the business. Further complicating things is not knowing when or what projects may arise during the year or what resources will be required to execute these projects.

The Alcatel-Lucent Enterprise ProActive Engineering Resource (PAER) service provides a flexible solution to this challenge. Using our online ordering tool you can purchase an annual subscription granting the availability of Professional Services either onsite or remotely, for a predefined workload. The scope of the project does not need to be defined at the time of purchase, providing you flexibility as to when you use the service for the project of your choosing, whatever the solution technology.

THE PROACTIVE ENGINEERING RESOURCE SERVICE ADDS VALUE

Turning the customer solution into a competitive advantage requires skilled resources and often requires unscheduled projects after annual budgets have been set. By purchasing the ProActive Engineering Resource service, you are assured of an enhanced staff that includes Alcatel-Lucent Enterprise experts over the following twelve months. You have the flexibility to define the scope of work at the time you determine a specific need and can choose from a full set of best-in-class service offerings from Alcatel-Lucent Enterprise. The price is optimized since it is based on the workload volume instead of a per-project basis. With a PAER service subscription, you are assured of having the appropriate expert and priority according to a service level agreement.

HOW IT WORKS

There are three PAER subscription types:

- 5 work days of Professional Services
- 20 work days of Professional Services
- 60 work days of Professional Services

These subscriptions are valid for a 12 month period. Depending on your business needs, the PAER can be performed remotely or onsite. This gives you the flexibility to spread the service throughout the year and allows you to handle one large project or multiple smaller projects.

All standard Alcatel-Lucent Enterprise Professional Services offers can be delivered under the PAER service level agreement:

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| ▪ Architecture design | ▪ Project management |
| ▪ Consulting on ALE Solutions | ▪ Configuration audit |
| ▪ Network/solution deployment assistance | ▪ Solution migration |

ORDERING INFORMATION

Part Number	Designation and Scope of the offer
PS-PAER-5	5 days of Professional Services
PS-PAER-20	20 days of Professional Services
PS-PAER-60	60 days of Professional Services

WHO TO CONTACT FOR MORE INFORMATION

For further information about the ProActive Engineering Resource service, other services or terms and conditions, please contact your local Alcatel-Lucent Enterprise representative, your local Business Partner or you can also visit the [services page](#) to find additional information on our full suite of Professional Services.

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