Professional Services for Communications

November 27, 2019
AGENDA

1. INTRODUCTION TO PROFESSIONAL SERVICES
2. PROFESSIONAL SERVICES FOR COMMUNICATIONS
3. PROFESSIONAL SERVICES PACKS
Chapter 1

INTRODUCTION TO PROFESSIONAL SERVICES
RISKS OF UNPLANNED COMMUNICATIONS TRANSFORMATIONS

OPERATIONAL

DEPLOYMENT DELAYS: BUSINESS AND OPERATIONAL CONTINUITY
- Caused by insufficient solution expertise, resources and/or deployment experience

FINANCIAL

UNFORESEEN COSTS, TRANSFORMATION DELAYS, QUALITY ISSUES
- Caused by last-minute involvement from professional services

STRATEGIC

DEFINITION, ROLLOUT AND EVOLUTION NOT ALIGNED WITH BUSINESS STRATEGY
- Caused by not aligning customer requirements with the business roadmap and technology
PROFESSIONAL SERVICES: A STRATEGIC PARTNER TO REDUCE RISKS AND ENHANCE SOLUTION VALUE

VENDOR COMMITMENT ON THE ALCATEL-LUCENT ENTERPRISE SOLUTION DESIGN
- Assures the solution design is optimized prior to any integration
- Aligns business requirements, design and implementation
- Maximizes the capacity of the technical environment to support business growth and change

CONTROL RISKS, COSTS AND QUALITY THROUGH PLANNED DEPLOYMENT PROCESS
- Risk control
- Effective implementation
- Established project management methodologies
- Extensive integration expertise and experience

TURN YOUR SOLUTION INTO A COMPETITIVE ADVANTAGE
- Business analysis ensures solutions fully integrate and are adapted to the business
- Innovative solution design
- Make the most of technology through backup from Alcatel-Lucent Enterprise solution and field expertise

BENEFIT FROM TOP SOLUTION EXPERTISE AND METHODOLOGIES
- Continuous knowledge transfer and deep solutions expertise
- Take advantage of the established and tested Alcatel-Lucent Enterprise Lifecycle Services Methodology
PROFESSIONAL SERVICES

Professional Services are committed to provide vendor expertise for full accompaniment during the solution life cycle to enhance customer’s loyalty:

**PLAN & DESIGN**
Choose the best technology and architecture for your Customer business

**INTEGRATE & DEPLOY**
Combine Partner strength & Vendor expertise to implement and migrate quickly and mitigate risk to ensure project success

**ASSESS & MIGRATE**
Improve solution performance to enhance value

**PROFESSIONAL SERVICES PACKS**
Benefits from complete assistance to secure your first deployments of products or applications
PROFESSIONAL SERVICES OFFERS

Professional Services on Quote
Our Professional Services cover the build and run phases of all projects, including plan & design, integrate & deploy, assess & migrate, and project management. These services are subject to a quotation as there are depending on the projects’ scope.

Professional Service Packs
Service Packs are pre-defined service offerings including the audit, design, deployment, coaching and acceptance for the installation of ALE Professional Services' applications that are the most relevant to actual market needs.
Service Packs are sold all-included: prices are fixed and travel is included. The pre-defined scope of work covers all tasks to be performed by ALE Professional Services.

Specific Professional Services
You can order some specific Professional Services such as Staging/ Factory acceptance at the time you order your equipment.
Chapter 2
PROFESSIONAL SERVICES FOR COMMUNICATIONS
Integration Services for Communications at a glance

PLAN & DESIGN

- Audit & Consulting
- Architecture & Solution Design
- Proof of Concept

CHOOSE THE BEST TECHNOLOGY

INTEGRATE & DEPLOY

- Factory acceptance Test/staging
- Project management
- Assistance onsite/remote
- Resident engineer
- ProActive Engineering Resource

MIGRATE QUICKLY & WITHOUT RISK

ASSESS & MIGRATE

- Technical Account Management
- Health check, Assessment
- Mentoring packs

IMPROVE SOLUTION PERFORMANCE

CUSTOMIZE WITH APPLICATIONS

Migrating to Professional Services packs
The Solution Development and Integration service brings Alcatel-Lucent Enterprise Professional Services personnel to a customer team to enable them to develop product-enhancing applications and deliver first-class solutions, without the need to invest in hard-to-get and expensive resources that, including personnel, equipment, or software.

This service offers the development of customized solutions that are tailored to work with applications developed on open platforms, databases, CRM applications, CTI middleware, Enterprise Portals, Hypervisors, etc.

The service has three main phases:
- **Phase 1** - Detailed Specification
- **Phase 2** - Development and Integration
- **Phase 3** - Solution Implementation

• Tailored solutions for open platforms, databases, and other unique or customer-specific environments.
The Network Design service provides expert personnel to define the framework of a new network, thereby helping to ensure a smooth network implementation. Alcatel-Lucent Enterprise’s Network Design service is performed in three primary steps:

- A general network architecture design and recommendations for the appropriate solution
- A detailed Network Specifications document that includes a deployment strategy and methodology
- A migration plan that defines each step for additions or upgrades

Please note that an Architecture Audit may be necessary as a prerequisite for proper design enhancements to an existing network or solution.
DECT NETWORK AUDIT / DECT NETWORK DESIGN
Choose the best technology for your business needs

DECT NETWORK AUDIT

The Radio Network Audit service provides a precise assessment of the radio network’s performance and overall health. This audit provides a review of the current topology and can include a review of the network architecture, an analysis of the traffic flows, and an observation of the Quality of Service (QoS), depending on requirements. An audit may include all of the following steps, depending on the comprehensiveness requested:

▪ Step 1 - QoS collection
▪ Step 2 - User expectations
▪ Step 3 - Radio coverage status

DECT NETWORK DESIGN

Based on the audit results, the Radio Network Design provides recommendations for radio base station positioning that will produce the expected Quality of Service and achieve optimal results.

The Radio Network Design can also be performed in a pre-sales phase prior to a complete installation by using the Alcatel-Lucent Enterprise Radio Coverage system or other specific tool, to accurately project the future DECT or PWT performance and/or include the wireless facility in the overall offer.
PROOF OF CONCEPT
Choose the best technology for your business needs

The Proof of Concept service provides state-of-the-art tests and modeling designed to validate a specific Alcatel-Lucent Enterprise solution or to confirm its interoperability and compatibility with non-Alcatel-Lucent Enterprise products.

These tests can be carried out in an Alcatel-Lucent Enterprise lab, in a Business Partner lab, or in the End-Customer’s existing environment in order to demonstrate the viability of the overall solution.

• Testing and modeling validates the Alcatel-Lucent Enterprise solution and can confirm interoperability with third-party elements.
**FACTORY ACCEPTANCE TEST (FAT) / STAGING**

Maintain Customer proximity & confidence with vendor support & proven methodology

<table>
<thead>
<tr>
<th>FACTORY ACCEPTANCE TEST</th>
<th>STAGING</th>
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<tbody>
<tr>
<td>The Factory Acceptance Test service enables the End-Customer to verify his solution directly on Alcatel-Lucent Enterprise premises prior to shipment:</td>
<td>The Staging service consists of the Configuration and Integration of the entire Customer solution on Alcatel-Lucent Enterprise premises prior to shipment;</td>
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<tr>
<td>• The Factory Acceptance Test service power off: equipment inventory to be compliant with the specific country and regulating authorities’ requirements</td>
<td>The Staging service provides customized pre-configuration of new equipment, ultimately reducing the network deployment time and cost of configuration on-site. With this service, Business Partners benefit from the Vendor commitment, an assurance for the successful deployment of their projects and the delivery of a plug-and-phone solution that is validated by the End-Customer.</td>
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<tr>
<td>• Factory Acceptance Test service power on: verification of the inter-operability and functionality of a standard configuration based on an ALE pre-defined test list or specific tests upon Customer request</td>
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On Quote

Actis®

Alcatel-Lucent Enterprise

INTEGRATE & DEPLOY
PROJECT MANAGEMENT
Vendor engagement through our top expertise to reassure customers during complex deployments

The Project Management service offers scoping, planning, delivery management, coordination, and monitoring during deployment of standard or complex solutions, whether national or international or involving one or several Business Partners.

The Project Management primary service focus is to lead the deployment of a project. The Project Manager has the responsibility to fulfill the contract in terms of budget, respecting specifications and deadlines. During the three main phases, the Project Manager will:

1. Develop project scope
2. Perform planning
3. Monitor the project

• Solution Lifecycle process: Ensures deployment quality and minimizes customer risks during complex transformations
• PMI certified project managers; industry standards and best practices ITIL®
ASSISTANCE
Vendor engagement through our top expertise to reassure customers during complex deployments

Alcatel-Lucent Enterprise experts are available to complement technical teams and provide their assistance for specific or intricate aspects of deployments. This contribution helps to reduce installation risks or migration time, while it accelerates knowledge transfer to Business Partners engineers. Assistance can be delivered onsite or remotely and can include the following tasks:

- Staging, Cut-over assistance
- IP migration Application/solution integration
- Data collection for advanced features
- Installation and/or Migration
- Continuity of service
- Configuration and testing of specific features
- Technical validation
- On-site acceptance
- Solution knowledge transfer

• Ensures solution deployment success through vendor backup
• Controls time, cost, risk and resources, and ensures global efficiency
• Minimizes disruptions to customer operations
RESIDENT ENGINEER
Vendor engagement through our top expertise to improve solution performance

The onsite Resident Engineer service helps End Customers by reinforcing their operations, thereby ensuring smooth daily operations, and the stability needed for return on investment and permanence of the advantages offered by the solution.

They may include, but are not limited to:
- MACs (moves, adds, and changes)
- New feature or compatibility testing
- Preventive maintenance for hardware and software
- Troubleshooting
- Problem escalation and tracking within ALE Support Organization
- Mentor for technical resources

- On-site troubleshooting, operational assistance
- Expertise accompaniment for a given time period
- Ensures a smooth transition in the first weeks/months of adoption
PROACTIVE ENGINEERING RESOURCE (PAER)
Vendor engagement through our top expertise to improve solution performance

The ProActive Engineering Resource (PAER) service is a yearly subscription service granting a Professional Services workload on-site or remote, for projects requiring a high degree of expertise on the ALE solution(s). The PAER service provides any Professional Services to Customers which are within ALE’s Integration Services offer, except Resident Engineer. With a PAER, the scope does not need to be known at the time of purchase, but does need to be mutually agreed upon prior to the engagement(s). It may cover but is not limited to:
  • Architecture design
  • Consulting on ALE Solutions
  • Network/solution deployment assistance
  • Project management
  • Configuration audit
  • Solution migration

- Anticipate resources needs
- Flexible access to expertise
- On-site/remote assistance for projects requiring specialized skills
- Scalable packages of days for annual use at your pace
The Technical Account Manager’s (TAM) main mission is to ensure the follow-up and the management of the Alcatel-Lucent Enterprise solutions for a strategic account:

- He accompanies the Customer and Business Partner stakeholders all along the Alcatel-Lucent Enterprise product and solution life cycle.
- He advises the Customer about their choice of solutions and system evolutions, in decision making and in defining new projects. He also recommends associated services when needed.
- He provides consultancy to Customers and Business Partners for their maintenance activities, be them preventative or corrective.
- He acts as a coordinator with proven technical knowledge and experience in building solutions from the Alcatel-Lucent Enterprise portfolio.

• Assesses current technology
• Makes transformation roadmap recommendations
• Applies best practices
• Mitigates risk and maximize solution value return
**VOICE NETWORK AUDIT / VOIP COMPLIANCE ASSESSMENT**

Choose the best technology for your business needs

<table>
<thead>
<tr>
<th>VOICE NETWORK AUDIT</th>
<th>VOIP COMPLIANCE ASSESSMENT</th>
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| The Voice Network Audit service provides a precise analysis of the architecture, health, coherency, and performance of the overall solution. By providing a set of recommendations, the Audit helps End-Customer’s architecture improvement plans and projects such as network migrations (release upgrades or full IP), network expansions, and changes of carrier providers, etc. Depending on the level of analysis requested and the type of solution (Communications, Network, Contact Center, Unified Communications, etc.), the audit includes one or two steps:  
  • Step 1 - High-level analysis  
  • Step 2 - Detailed Analysis | The VoIP Compliance Assessment service provides a detailed analysis of an IP network and its level of compliance for Voice over IP requirements. This assessment includes the generation of actual traffic (VoIP and data) on the End Customer’s network, and is performed within the End-Customer’s environment prior to the deployment of a Voice over IP solution and may be performed on a regular basis in order to monitor the status of VoIP quality in a customer’s network. |

On Quote
**OTEC MENTORING PACKS**
Complete assistance to secure OTEC deployments

<table>
<thead>
<tr>
<th>Service Description</th>
<th>PACK OTEC-R SECURED CLOUD</th>
<th>PACK OTEC-R EXPERIENCED CLOUD</th>
<th>PACK OTEC-S ESSENTIALS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>AUDIT</strong></td>
<td>2 days</td>
<td>2 days</td>
<td>1 days</td>
</tr>
<tr>
<td><strong>DESIGN VALIDATION</strong></td>
<td>3 days</td>
<td>3 days</td>
<td>5 days</td>
</tr>
<tr>
<td><strong>INTEGRATION ASSISTANCE</strong></td>
<td>10 days</td>
<td>5 days</td>
<td>5 days</td>
</tr>
<tr>
<td><strong>REMOTE DEPLOYMENT ASSISTANCE</strong></td>
<td>4 days</td>
<td>4 days</td>
<td>1 days</td>
</tr>
</tbody>
</table>

*Project management included*

**TOTAL DURATION**
- PACK OTEC-R SECURED CLOUD: **19 DAYS**
- PACK OTEC-R EXPERIENCED CLOUD: **14 DAYS**
- PACK OTEC-S ESSENTIALS: **6 DAYS**
Chapter 3
PROFESSIONAL SERVICES PACKS
CLICK TO CALL PLUG-IN - INSTALLATION PACK

During the deployment of the click to call plugin Installation Service Pack, the ALE Professional Services Expert will install and manage the click to call plugin server. He will then install a click to call plugin client on five (5) workstations.

The click to call plugin Installation Service Pack includes:

1. click to call plugin Server installation and configuration
2. click to call plugin client(s) installation on five (5) workstations
3. Knowledge transfer towards Business Partner: coaching on server management and End User usage

- Easy-to-use click to call application: Toolbar or browser plugin
- Simple to install and use
- Fully compatible with OmniPCX Enterprise
This pack includes the installation and management of the Alcatel-Lucent Enterprise OmniVista 8770 - LDAP directory synchronization application. The configuration of the OXE and OmniVista 8770 is not integrated in this Service Pack.

The Alcatel-Lucent Enterprise OmniVista 8770 - LDAP directory synchronization installation Service Pack incorporates three principal service components:

1. Audio conference
2. Installation and Integration
3. Acceptance Testing and reporting

Basic Installation Pack includes a conference call, connector install and synchronization between 4760/8770 and MSAD LDAP base. OXE user automatic creation from the AD. Includes travel and expenses.
During the deployment of the Ticket Extractor Installation Service Pack, the Alcatel-Lucent Enterprise Professional Services Expert will install and configure the Ticket Extractor application.

The Ticket Extractor Installation Service Pack includes:

1. Ticket Extractor application installation and configuration
2. Coaching on database content and End Customer usage of these data
3. Delivery of some examples of stored procedures and software operating the database used to calculate CCD statistics
Collecting, centralizing and displaying data from across your organization, the Alcatel-Lucent Soft Panel Manager (SPM) provides a holistic view of what's going on at any given time. Through integration with third party and industry-specific solutions, it displays a detailed summary of your current and historical data on wallboards, mobile devices, computer or television screens.

This Pack includes the deployment of the Soft Panel Manager solution in the different Contact Center environments (OTCC Standard, OpenTouch Customer Service and Genesis).

This pack includes the installation as well as the coaching.
The Emergency Notification Server (ENS) answers the challenge of responding quickly and effectively to emergencies in an essential package.

By tracking emergency calls from all workspaces, localizing and routing them to the correct answering entities, it enables a quick and accurate involvement and response from all actors in case of emergency.

Professional Services can provide a remote installation and coaching service for this Emergency Notification Server (ENS).

• Increase responsiveness inside the enterprise to enhance everyday safety
Remote installation pack objective is to help Business Partners deploy the OmniPCX RECORD Suite on customer premises for following configurations:

- Up to a maximum of 100 simultaneous recordings
- Either IP only or Non IP only environment (no mix IP/non IP)
- Not available for options (Quality Monitor, Silent Monitor, IP Attendant recording, Multi-node or High Availability ‘Warm Standby’).

ALE Professional Services experts will remotely deploy the OmniPCX RECORD Suite on the customer server. To that end, a remote access to the machine is required and a Business Partner engineer on site. The engineer will help with physical tasks such as hard reset, should they be required, as well as gain insight on the installation. This will enable him/her to take over the Customer solution with confidence to efficiently ensure its support and evolution.
Remote installation pack objective is to help Business Partners deploy the OmniPCX RECORD Suite on customer premises for following configurations:

- Up to a maximum of 100 simultaneous recordings
- Either IP only or Non IP only environment (no mix IP/non IP)
- Not available for options (Quality Monitor, Silent Monitor, IP Attendant recording, Multi-node or High Availability ‘Warm Standby’).

Alcatel-Lucent Enterprise Professional Services experts will remotely deploy the OmniPCX RECORD Suite on the customer server. To that end, a remote access to the machine is required (see Hardware/Software prerequisites document for supported remote access software) and a Business Partner engineer on site. The engineer will help with physical tasks such as hard reset, should they be required, as well as gain insight on the installation. This will enable him/her to take over the Customer solution with confidence to efficiently ensure its support and evolution.

Contact Alcatel-Lucent Enterprise Professional Services to get a quotation for on-site assistance to installation for any other configuration types.
Visual Automated Attendant provides a professional image with a virtual receptionist available 24/7, delivering a quality response to your customers. Professional Services provides a remote installation and coaching service for this Visual automated Attendant:

Assistance for first deals: 3JE11650AA
VISUAL NOTIFICATION ASSISTANT - MENTORING PACK

The Alcatel-Lucent Visual Notification Assistant provides a simple and flexible, easy-to-install, intuitive notification system. It is an ideal solution for enterprises across all industries.

Professional Services provides 2 remote days for deployment assistance and knowledge transfer service for this Visual automated Attendant:

Assistance for first deals: 3JE11657AA
www.al-enterprise.com
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twitter.com/ALUEnterprise
youtube.com/user/enterpriseALU