

PROFESSIONAL SERVICES FOR NETWORK

SEPTEMBER 2020



AGENDA

- ▶ INTRODUCTION TO PROFESSIONAL SERVICES
- ▶ PROFESSIONAL SERVICES FOR NETWORK
- ▶ PROFESSIONAL SERVICES PACKS

CHAPTER 1

INTRODUCTION TO PROFESSIONAL SERVICES



RISKS OF UNPLANNED NETWORK 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



NETWORK DEFINITION, ROLLOUT AND EVOLUTION NOT ALIGNED WITH BUSINESS STRATEGY

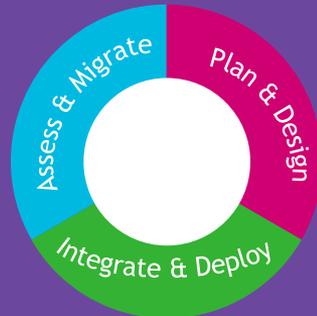
- Caused by not aligning customer requirements with the business roadmap and technology

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 THE NETWORK 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 Network Lifecycle Services Methodology

PROFESSIONAL SERVICES TO REDUCE RISKS AND ENHANCE SOLUTION VALUE

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.

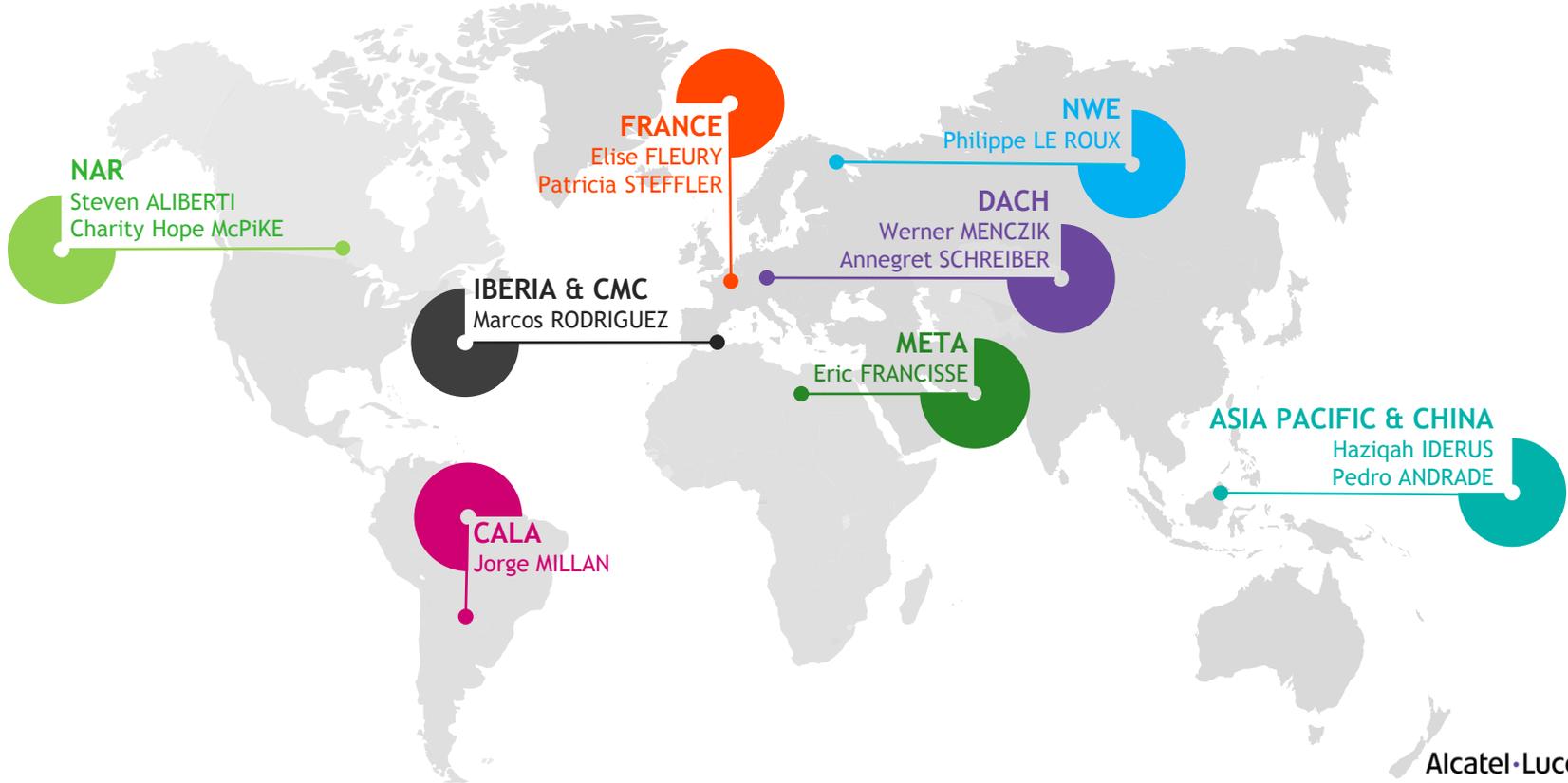
Service Packs are sold all-included: prices are fixed and travel is included. The pre-defined scope of work covers all tasks to be performed by ALE Professional Services.

Specific Professional Services

You can order some specific Professional Services such as Staging/ Factory acceptance at the time you order your equipment.

YOUR SERVICES INTERFACES FOR YOUR BUSINESS REQUESTS

CONTACT YOUR LOCAL SERVICES SALES SPECIALISTS



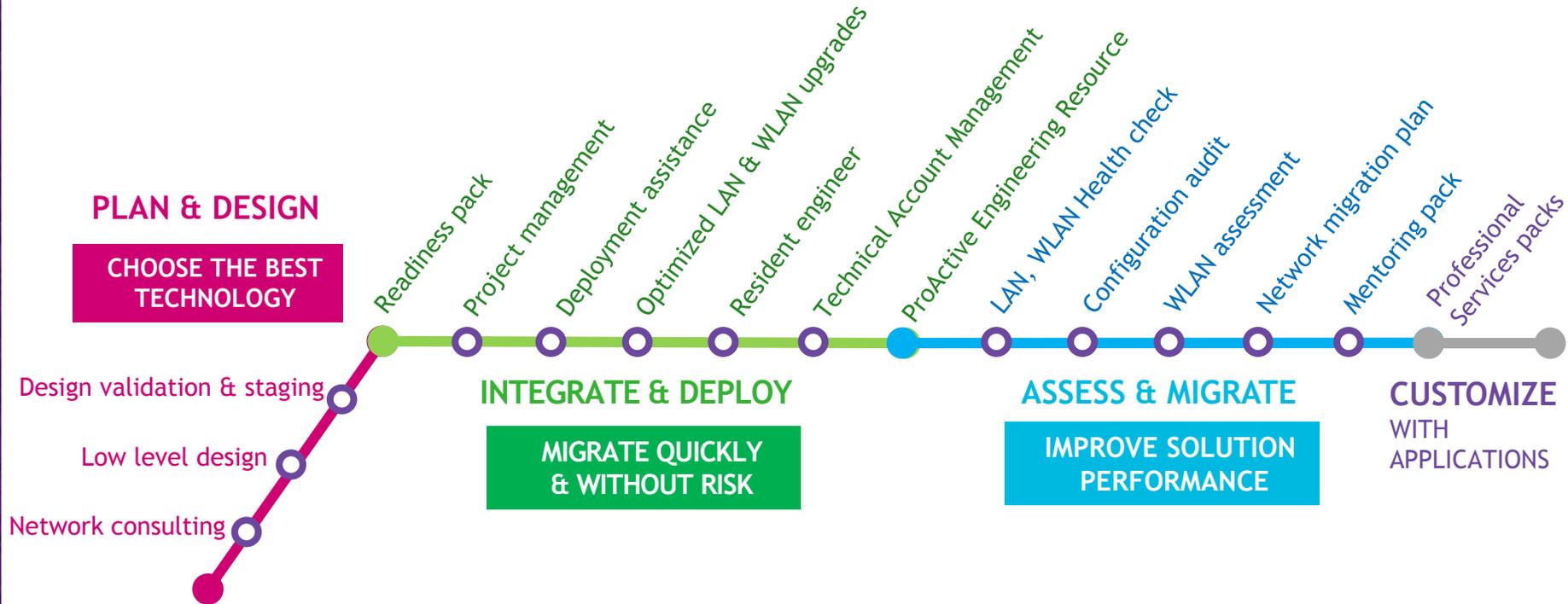
CHAPTER 2

PROFESSIONAL SERVICES FOR NETWORK



INTEGRATION SERVICES FOR NETWORK AT A GLANCE

Full accompaniment during the solution life cycle to enhance customer's loyalty



NETWORK CONSULTING

Choose the best technology for your business needs



PLAN & DESIGN

- Helping you align technology and business processes to achieve the most efficient results
- Analyzing risks and current deficiencies
- Developing customer-specific transformation and evolution plans in line with audit results

The Network Consulting Service will help the End-Customer to build a network architecture strategy, routing and switching infrastructure, and roadmaps to support the new and future corporate network challenges.

It provides an analysis of different options in order to transform the current architecture bringing new technologies based on Alcatel Lucent Enterprise's unique Application Fluent Network approach.

The Network Consulting Service includes three main steps:

- Current state assessment
- Ideal state definition
- Transformation plan definition

LOW-LEVEL DESIGN FOR MOBILE CAMPUS & WLAN



Choose the best technology for your business needs

The design phase is decisive to mitigate risk, accelerate time and save unforeseen cost for the implementation

MOBILE CAMPUS (LAN & WLAN) LOW-LEVEL DESIGN

The *Converged campus network low level design* service creates a detailed architecture translates your high level design into a detailed design by developing low-level logical and physical topology diagrams, configuration templates, and provide prerequisites and best practices for implementation step.

WLAN LOW-LEVEL DESIGN

The *Wireless LAN Low Level Design* Service creates a detailed architecture of the Wireless LAN network including the results of the RF coverage survey and the unification with the wired network if needed. It translates your wireless campus converged network high level design into a detailed design by developing low-level logical and physical topology diagrams, configuration templates, and provides prerequisites and best practices for implementation steps.

LOW-LEVEL DESIGN REVIEW & VALIDATION

Choose the best technology for your business needs



The Low-Level Design Review, Validation and Staging Service provides a consultative review of the End-Customer existing “Low-Level Design Document”. It also includes recommendations for improving and optimizing certain aspects of End-Customer’s design plans for the integration of Alcatel-Lucent Enterprise Networks products into an identified network.

The Low-Level Design Review, Validation and Staging Service aims at helping the End-Customer achieve their objectives in terms of network design and improve their Return On Investment (ROI).

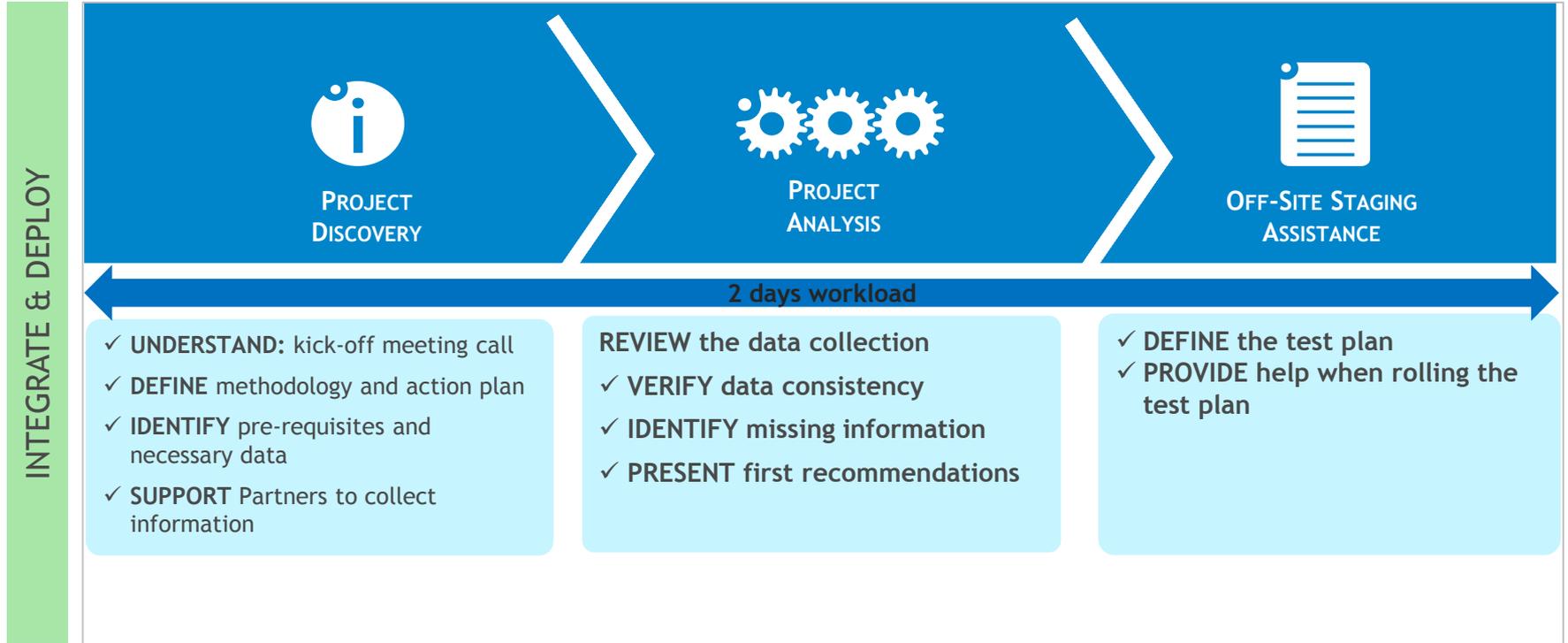
It includes the main steps:

- Review and Analysis of the End-Customer’s Network Design
- Findings and Recommendations
- Staging & testing
- Project Management

- Helping you align technology and business processes to achieve the most efficient results
- Analyzing risks and current deficiencies
- Developing customer-specific transformation and evolution plans in line with audit results

NETWORK LAN READINESS PACK

Complete assistance to secure OmniSwitch LAN deployments



PROJECT MANAGEMENT

Vendor engagement through our top expertise to reassure customers during complex deployments

INTEGRATE & DEPLOY



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:

- Solution Lifecycle process: Ensures deployment quality and minimizes customer risks during complex transformations
- PMI certified project managers ; industry standards and best practices ITIL®

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

ASSISTANCE

Vendor engagement through our top expertise to reassure customers during complex deployments

INTEGRATE & DEPLOY



- Ensures solution deployment success through vendor backup
- Controls time, cost, risk and resources, and ensures global efficiency
- Minimizes disruptions to customer operations

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

OPTIMIZED LAN & WLAN UPGRADES

Vendor engagement through our top expertise to improve solution performance

INTEGRATE & DEPLOY



The Optimized Upgrade Service successfully mitigates the risk of upgrading networks gears through detailed planning and flawless execution of legacy network migrations.

ALE Professional Services consultants reduce the risk of error and improve operational efficiency by utilizing high quality new releases/licenses upload implementation planning processes, and leveraging proven vendor methodologies and practices to ensure continuous operation of the high performance network.

- Maintain customer proximity and confidence with vendor support and proven methodology
- Mitigates the risk of upgrading networks

RESIDENT ENGINEER

Vendor engagement through our top expertise to improve solution PERFORMANCE

INTEGRATE & DEPLOY



- On-site troubleshooting, operational assistance
- Expertise accompaniment for a given time period
- Ensures a smooth transition in the first weeks/months of adoption

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

TECHNICAL ACCOUNT MANAGER

Vendor engagement through our top expertise to improve solution performance

INTEGRATE & DEPLOY



- Assesses current technology
- Makes transformation roadmap recommendations
- Applies best practices
- Mitigates risk and maximize solution value return

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

PROACTIVE ENGINEERING RESOURCE (PAER)

Vendor engagement through our top expertise to improve solution performance

INTEGRATE & DEPLOY



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

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:

LAN HEALTH CHECK / WLAN HEALTH CHECK

On
Quote

Vendor engagement through our top expertise to improve solution performance

ASSESS & MIGRATE

LAN HEALTH CHECK

The final output of the LAN Health Check Service is to provide you with a detailed report that will highlight the points of concern in your Alcatel-Lucent Enterprise Data network. The LAN Health Check Service includes four main steps:

- Planning and identifying goals
- Onsite and/or Remote fieldwork
- Data analysis and reporting
- Follow up

WLAN HEALTH CHECK

The purpose of ALE WLAN Health Check service is to perform the on-site analysis of the existing wireless network components and offer a complete picture on how your network behaves. The WLAN Health Check Service includes four main steps:

- WLAN Network design review
- WLAN Radio Frequency Assessment
- WLAN Configuration review
- WLAN User Management & Security review

NETWORK CONFIGURATION AUDIT / WLAN ASSESSMENT

On
Quote

Vendor engagement through our top expertise to improve solution performance

ASSESS & MIGRATE

NETWORK CONFIGURATION AUDIT

The Network Configuration Audit service offers an in-depth view of your Alcatel-Lucent Enterprise network that provides the IT team with a clear view of the current network implementation.

The Network Configuration Audit service includes four main steps:

1. Planning and identifying goals
2. Onsite and/or remote fieldwork
3. Data analysis and report production
4. Follow up

WLAN ASSESSMENT

WLAN site survey helps your IT team in making the right decision on strategies for selecting, placing, configuring and tuning the access-points. This service provides the foundation that will insure your wireless network will be ready to support new generations of wireless devices and services such as voice, video or location-based.

NETWORK IMPLEMENTATION MIGRATION STRATEGY

On
Quote

Vendor engagement through our top expertise to improve solution performance

ASSESS & MIGRATE



ALE Planning and Design Services offer leading expertise and best practices to create an network architecture that support short- and long-term business objectives. Comprehensive planning and design produces a flexible, resilient, scalable architectural foundation that supports an organization's business solutions.

The Implementation and Migration Strategy service includes four main steps:

- Define the framework that will ensure the smooth implementation of a network evolution
 - Produce detailed procedures for implementing a network design or a network transformation
1. Project Initialization
 2. Migration strategy and risk analysis
 3. Migration plan definition
 4. Pilot definition

NETWORK LAN MENTORING PACK

Complete assistance to secure OmniSwitch LAN deployments

ASSESS & MIGRATE

Network Mentoring Service Pack =

Network LAN Readiness Pack (2 days)

+

Remote Assistance (3 days)



PROJECT
DISCOVERY



PROJECT
ANALYSIS



OFF-SITE STAGING
ASSISTANCE



ONLINE
ASSISTANCE



PROACTIVE
RESOLUTION

CHAPTER 3

PROFESSIONAL SERVICES PACKS

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EMERGENCY NOTIFICATION SERVER



CUSTOMIZE

- Increase responsiveness inside the enterprise to enhance everyday safety

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).

C O N T A C T U S



WEBSITE

www.al-enterprise.com

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