

# Deployment Services

Deployment schedules demand strict adherence to the project objectives. With the increased complexities of new technology, using proven methodologies and technological expertise helps ensure that your objectives are met within the specified time and cost constraints. The extensive range of Kentrox deployment services ensures you'll maintain your implementation schedule. Kentrox offers the following deployment services for mobile and fixed line carriers:

- Project management
- Engineering and furnishing
- Installation
- Provisioning and turn up
- Site surveys

## Project management

Project management is critical when deploying a site management solution to ensure objectives are achieved. Deploying Kentrox services enable deployment schedules to be maintained and the implementation plan is successfully completed.

Before, during, and after the deployment of a Kentrox solution, a project manager will manage the logistical, administrative, and operational issues. All processes will be planned, organized, and directed toward your established objectives. With a Kentrox project manager as a single point of contact to manage the deployment process, you can be sure that your network solution will be delivered in a timely manner, cost effectively, and with high standards of quality. The Kentrox project management team combines education, project management standards, practical experience, and technical expertise to deliver the high quality solutions to meet your network requirements.

Kentrox project management services include the following:

- A single point of contact for all deployment issues
- Project plan scheduling and implementation
- Coordination of shipments and inventory to a centralized staging area
- Management of the project schedules and ongoing status updates
- Planning and management of resources, risks, and costs
- Identification of potential issues before they affect the schedule
- Coordination of all Kentrox resources and personnel (employees and contractors)

## Engineering and furnishing

Successful EF&I solutions require knowing how all the pieces fit together. This requires understanding what to look for in a site survey, how to custom design and implement solutions to exceed customer expectations for different use cases, and how to design connectivity and cabling that meets the needs of today and the future. It also demands understanding of how engineering will be involved in the installation of equipment.



## Benefits of Deployment Services

- Completion of projects on-time and within budget
- Minimizes and controls project costs
- Accelerates time-to-market
- Improves return on investment
- Exposure and familiarization of your team to the new system

With Kentrox Engineering and Furnishing services, you are assured of the right people with the necessary subject matter expertise. Kentrox has been servicing wireless and fixed line industries for many years and provides turnkey communications solutions across the entire spectrum of the network.

Kentrox understands how network elements fit together and ensures you will get the services and quality required for your success. Typical Kentrox Engineering and Furnishing services include:

- Site surveys
- Site consultation and equipment placements
- System configuration reviews
- Detailed installation specifications
- Bill of material specifications
- Statement/Scope of Work (SOW) development
- Materials ordering
- Blueprint and database updating as needed

## Installation

Kentrox provides comprehensive installation services based on your requirements. The services are designed to provide installation assistance and expertise

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required to achieve a smooth and successful start-up of your solution, ensuring that systems are running at an optimal level from the beginning.

An installation services package is created based on the needs of your company. Kentrox can manage the installation project, enabling you to focus on key business objectives and core competencies, or we can assist in managing the installation of the Kentrox solution. Each option is customized to meet the needs and requirements of your company, ensuring the service and quality expected in a central office or cell site.

Typical installation services include:

- Inventory and staging
- Equipment installation and de-installation
- Network element connection
- DSX grooming and modification or installation
- Network element conduit installation
- Installation supervision
- Installation acceptance testing and audits

## Provisioning and turn up

Deployment services can ensure optimal configuration, system setup, testing, and turn up of Kentrox hardware and software solutions. Our experienced deployment team can commission and integrate all Kentrox hardware and software and configure the system per an agreed Statement of Work. A thorough system check will be performed, and all network elements will be integrated into the Kentrox solution.

Typical provisioning and turn up services include:

- System configuration and initialization
- Network connectivity and turn up
- Alarm monitoring and clearing
- Hardware and element management upgrades
- Acceptance and customized testing
- Network expansion services
- Custom tools and procedures
- System health check

The provisioning and turn up process for the Kentrox solutions allows for a period of time to confirm the network elements are working properly prior to full deployment. Once the solution has been tested, it will be deployed without delays by the certified technical staff and experienced engineering support if required.

- Installations will be performed by our fully trained and experienced technical staff
- System upgrades will be performed with minimal network disruption
- Upgrades will be tested and generally available before release to our customer

## Site surveys

A site survey is conducted prior to deployment of Optima and provides current information that is then entered into the Optima management

system. This service is critical if current site information is not available and there are no resources to perform the survey.

An Optima site survey consists of the following:

- Mapping sites to be surveyed for maximum efficiency of travel time
- Creation of site priority list
- One (1) physical visit to each site (prerequisites prior to site visit will be outlined in the SOW)
- Creation of a pictorial view of all the related network elements
- List of all network elements present in the site and their attributes
- Creation of database of all sites surveyed including attributes of the network elements
- Identifying special access and anomalies requirements

## Other Kentrox service offerings

In addition to deployment services, Kentrox service offerings include support and services agreements, professional services, and training.

## Support and Maintenance Plans

Keep your network healthy and productive with Kentrox support and maintenance plans. The support plans provide hardware and software support and services with essential protection to help minimize downtime of your network and maximize performance.

## Professional Services

Kentrox offers a suite of value-added professional services to assist carriers in leveraging and optimizing their use of remote management and monitoring solutions. Professional Services available include:

- Optima application development and integration
- Optima system administration
- Custom services

## Training

Kentrox offers comprehensive product training through a combination of online and instructor-led courses. Instructor-led courses can be customized to meet your company's needs and can be taught at any location or a Kentrox facility. Courses combine informative lectures and demonstrations with hands-on activities. The instructors have extensive experience in telecommunications and training. To find a complete list of courses available, visit [www.kentrox.com](http://www.kentrox.com).

**For more information, visit [www.kentrox.com](http://www.kentrox.com), email [info@kentrox.com](mailto:info@kentrox.com), or call 800-733-5511 (US), +1 614-798-2000 (outside US).**