

Professional Services

Multi-vendor, multi-technology environments can make network management complex. Kentrox offers a suite of value-added professional services to assist service providers in leveraging and optimizing their use of remote management and monitoring solutions, especially in complex environments. The services are focused offerings tailored to meet the specific requirements of your business.

Offerings include software application development services, network element database integration services, system administration, software/application migration, and other custom services. Leverage in-depth knowledge of the Kentrox solutions and let us be a virtual extension of your team. With remote access to the systems, the Professional Services available include:

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

Optima application development

The Optima management system Application Development is customizable consulting offered for Optima. This service provides the customer with maps, reports, and dashboards specific to faults and performance management requirements and embedded network elements.

Using the Optima configuration tools and capabilities, Kentrox application engineers will design management screens, customizing to the specific views and data sets that are needed to manage your business. This ranges from views for site technicians, operations management, or executives within your mobile or fixed line businesses.

The Optima application development service is focused on specific management applications for monitoring such as:

- Power
- Environmental
- IP cameras and security
- Site services

Deliverables include:

- Reports
- Dashboards
- Alarm or event notifications
- Alarm and/or event correlation
- Recommended corrective actions



Benefits of Professional Services

- Enables in-house resources to focus on other strategic projects
- Improves time to market
- Ensures a quality, successful network implementation
- Maximizes your investment value and performance of Kentrox solutions

Optima integration

Rapid and effective integration of network elements into your Optima management system is essential for receiving a 360 degree view of your remote sites, improving network availability, lowering operating cost, and improving network quality. The Kentrox professional services team can help prepare your Optima system to be fully operational.

Data you provide to Kentrox will be outlined in a Statement of Work (SOW). Typical data required from the customer includes: region names, site names, network element names, network element models, and IP addresses. Customer requirements will also be outlined in the SOW. Kentrox will then populate Optima with your sites, network elements, and regions. This service is customizable depending on your network.

As part of the integration process, Kentrox will remotely verify connectivity to each network element and report exceptions. Kentrox will not guarantee connectivity, but we can troubleshoot exceptions for an additional fee.

Professional Services

Optima integration services include:

- Database construction up to 100 sites (up to 16 NEs/site)
- Database verification of network elements at 100 sites with one connectivity exception report
- Configuration documentation for first customer PC including Optima client functionality with customer licensed third party client software provided by the customer
- One (1) trip to a mutually agreed-to site (service outside of the US/Canada incurs additional expenses)

Optima system administration

Creating and maintaining services that customers demand consume considerable technician time and often do not leave enough time for day-to-day maintenance tasks. Kentrox offers system administration services for Optima site solutions to assist your team with routine administration and maintenance on a quarterly basis. These services include:

- Weekly backups of the Optima database
- Monthly system checks to verify statistics are in the "normal" range and recommend corrective actions as necessary
- Database updates per the contracted time
- Software patches and enhancements (enhancements available with an active Optima support and maintenance agreement)

Custom services

If your network has unique needs that require additional services beyond the Kentrox professional services offerings, let our team of experienced professionals develop proposals and Statements of Work to meet your business needs. These could include:

- Data migration services from legacy element management systems to Optima
- OSS integration
- Operations process integration
- Network element integration
- Disaster planning and recovery
- Site and process audits
- Custom reports

Other Kentrox service offerings

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

Support and Maintenance Plans

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

The more complex and dynamic the network operating environment, the greater the likelihood of network outage. Key drivers of this complexity and the dynamics of the network are technology interoperability, in-house technical skills, and processes, procedures and tools you use to manage and monitor your network infrastructure. Kentrox support and maintenance plans enable you to choose a plan tailored to your business needs and help you maximize your business efficiency, employee productivity, and return on investment.

Deployment Services

The extensive range of Kentrox deployment services ensures you'll maintain your implementation schedule. Kentrox offers the following deployment services:

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

Training

Kentrox offers comprehensive product training through a combination of online and instructor-led courses. Instructor-led courses can be customized to meet the needs of your company and can be taught at any location or at 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.

For more information, visit www.kentrox.com, email info@kentrox.com, or call 800-733-5511 (US), +1 614-798-2000 (outside US).