PROFESSIONAL SERVICES

VALUE PROPOSITION

JUNE 2024

PROFESSIONAL SERVICES ACCOMPANIMENT ALONG DIGITAL TRANSFORMATION

Digital transformation lets you optimise new technologies to increase efficiency and profitability.

Professional Services provide support for your digital transformation, from project management and design, to optimal and secure implementation.

Transformation Journey

Optimisation & Adoption

Industries & Customisation

Alcatel·Lucent
Enterprise

TRANSFORMATION JOURNEY

We ensure end-to-end project management, from strategy and design, to implementation

Move from ideas to reality with agility and confidence

Consulting Services

Define the best strategy, design the solutions and the plan for success

Implementation Services

Implement the plan, validate and integrate the latest technologies

Alcatel·Lucent
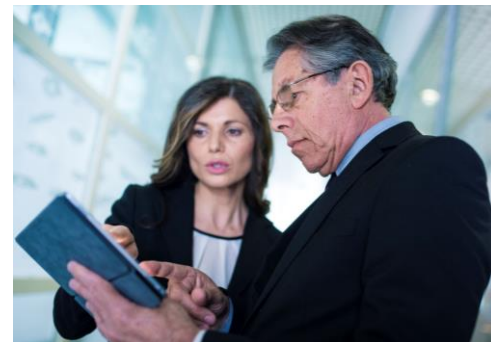Enterprise

OPTIMISATION & ADOPTION

Synergy and proximity to maximise solutions usage and Customer value

We turn your infrastructure into a competitive advantage with our expertise and methodologies

Optimisation Services

Optimise Return on Investment (ROI) focusing on security, performance, operational efficiency and evolution
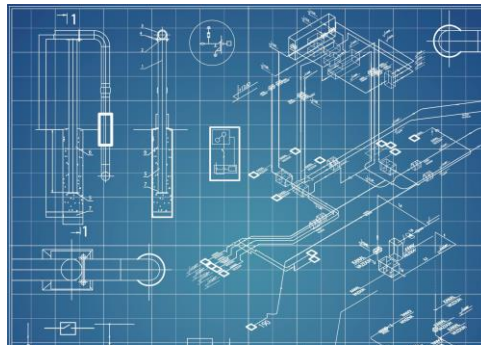
Adoption Services

Align technology with business needs and shorten ramp time

Alcatel·Lucent
Enterprise

VERTICALS & CUSTOMISATION

Enhance user experience leveraging pre-defined and bespoke use cases and industry practices

We address your specific needs with customised solutions

Industry Blueprints

Industry use cases provide generic value-added services plus last mile customisation

Specific Developments

Define use cases and co-develop solutions and applications

Alcatel·Lucent Enterprise

ANNUAL SUBSCRIPTION

Benefit from an annual subscription of Professional Services workload of 5, 20 or 60 days you can use for any on-demand expertise

Alcatel·Lucent
Enterprise

Journey to Transformation

Optimisation & Adoption

Industries & Customisation

PROACTIVE ENGINEERING RESOURCE (PAER*)

▸ 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).

* PER for North America

- 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

Alcatel·Lucent Enterprise

ON QUOTE SOLUTIONS

These services are subject to a quotation as there are depending on the projects' scope

Alcatel·Lucent
Enterprise

FACTORY ACCEPTANCE TEST (FAT)

Maintain Customer proximity & confidence with vendor support & proven methodology

The Factory Acceptance Test service enables the End-Customer to verify his solution directly on Alcatel-Lucent Enterprise premises prior to shipment:

- The Factory Acceptance Test service power off: equipment inventory to be compliant with the specific country and regulating authorities' requirements

- 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

Alcatel·Lucent
Enterprise

STAGING

The Staging service consists of the Configuration and Integration of the entire Customer solution on Alcatel-Lucent Enterprise premises prior to shipment.

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, you benefit from the Vendor commitment, an assurance for the successful deployment of your projects and the delivery of a plug-and-phone solution.

Alcatel·Lucent
Enterprise

VOIP COMPLIANCE ASSESSMENT

11

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 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.

Alcatel·Lucent
Enterprise

PROJECT MANAGEMENT

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

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®

Alcatel·Lucent
Enterprise

ASSISTANCE

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.
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

Alcatel·Lucent Enterprise

PROOF OF CONCEPT

14

Testing and modeling validates the Alcatel-Lucent Enterprise solution and can confirm interoperability with third-party elements

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 Customer's existing environment in order to demonstrate the viability of the overall solution.

Alcatel·Lucent
Enterprise

SITE SURVEY

Alcatel-Lucent Enterprise can guide and perform the site survey of the wireless/radio network components and offer a complete service to ensure there is a clear, effective, and accurate understanding of the network so as to avoid costly mistakes in the Radio (DECT) /WLAN design and Base Station/Access Points locations.

By assessing the overall health and performance of an End User's Radio(DECT)/WiFi Network, this service enables Business Partners and End Users to:
- Compare their network with Alcatel-Lucent Enterprise's benchmarked database of other networks
- Recognize the current and/or future weaknesses of the DECT/WiFi network

Audit report that summarizes the current architecture, existing problems, customer plans and expectations, and presents findings, an analysis, conclusions, and recommendations.

Alcatel·Lucent
Enterprise

TECHNICAL ACCOUNT MANAGER

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

Alcatel·Lucent
Enterprise

CUSTOMER SOLUTION ARCHITECT

Leading expertise and best practices to create an architecture that support short and long-term business objectives

Alcatel Lucent Enterprise offer leading expertise and best practices to create an architecture that support short and long-term business objectives. Comprehensive planning and design produce a flexible, resilient, scalable architectural foundation that supports an organization's business solutions.

Our consultants will help the Customer to build an architecture strategy and roadmaps to support the new and future corporate challenges.

We provide an analysis of different options in order to transform the current architecture bringing new technologies.
It includes three main steps:
1. Current state assessment
2. Ideal state definition
3. Transformation plan definition

Alcatel·Lucent
Enterprise

DESIGN

The Design service provides expert personnel to define the framework of a new solution thereby helping to ensure a smooth implementation.

Alcatel-Lucent Enterprise's Design service is performed in three primary steps:
- A general architecture design and recommendations for the appropriate solution
- A detailed 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 solution.

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

Alcatel·Lucent
Enterprise

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 detailed report that will be provided at the end of the service will meet several objectives:

- Help identifying issues in the network
- Facilitate network improvements and evolutions by highlighting the network's ability to meet current needs and future growth

The LAN Health Check Service includes four main steps:

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

Alcatel·Lucent
Enterprise

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

With the WLAN Health Check Service, you will:
- Ensure the alignment of an ALE WLAN Expert understanding with customer expectations
- Take a full picture on how your WLAN network behaves
- Improve Wireless solution reliability and security
- Improve your WLAN network performance

Alcatel·Lucent
Enterprise

RESIDENT ENGINEER

- 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 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

21

Alcatel·Lucent
Enterprise

AUDIT

By analyzing the Network topology and the interactions between its essential equipment & components, provides a comprehensive understanding of the network's ability to meet current needs and future growth:

▸ Identify the current and/or future weaknesses

▸ Facilitate improvements and evolutions

▸ Be a solid foundation on which can be build the future evolutions

You can select among three offers:

▸ DECT NETWORK AUDIT

▸ VOICE NETWORK AUDIT

▸ NETWORK CONFIGURATION AUDIT

Precise analysis of the architecture, health, coherency, and performance of the overall solution

Alcatel·Lucent Enterprise

ASSET & CAPACITY MONITORING SERVICE

Allow Customers to become autonomous to monitor proactively his inventory and business telephony usage

- Allow End Customers to have rapid access to customized and advanced inventory reporting and to usage monitoring, especially for SIP Trunking and so be able to proactively identify when more capacity is needed for better performance. In a public SIP Trunking transformation project ACM help customer to have an assessment on TDM accesses usage on all local sites to secure the investment about SIP channels on central site.

- Cloud-based solution, ACM collects data from customer's environment, compile, reformat, and expose in a secured portal inventory of assets, usages, and performance indicators according to customized dashboards.

- On-Premises solution possible as well but coupled with a dashboarding tool with advance consulting to perform analytics.

23

Alcatel·Lucent
Enterprise

ALE PERFORMANCE & SECURITY SERVICES

Allow Customers to benefit from the ALE vendor expertise to check the level of security of his installed systems with ALE solutions

Enterprises face a massive Cyberthreat challenge. The Cybersecurity aspect includes direct threat with hackers and hacktivists interested in data theft, ramson, reputation violation and many more.

To combat new forms of cyberattack, European directives such as NISv2 and international regulations are evolving and will require many companies to improve their security measures from 2024 onwards.

The service enables assessment of every installed ALE systems, giving visibility on the improvement path to secure ALE solutions, and providing advice to strengthen security and guidelines to prevent attacks.

Alcatel·Lucent
Enterprise

INDUSTRIES CONSULTING FOR EDUCATION & HEALTHCARE

Allow Customers to be creative, innovative with confidence, leveraging a set of industry best practices and bespoke ALE frameworks

Customer Success Manager
- Capture business needs and codify them in agreed key metrics
- From the presales phase
- Monitor performance and user adoption all along the life cycle
- Adapt the solution according to the needs

Tailored engagement
- First workshop to define the overall services strategy
- Regular reporting on key metrics, feedbacks and change requests
- Additional services when agreed

Business Model accompaniment
- Synchronization with stakeholders
- Reporting and change management

Alcatel·Lucent Enterprise

MENTORING PACKS

▸ *The ALE Mentoring approach optimizes the quality of the installation performed and reinforces the trusted relationship between the Business Partner and the End-Customer. The overall objective of this offer is to allow the Business Partner to ramp-up skills and know-how, and improve overall efficiency for future deployments. A dedicated expert will assist them in some preparation and deployment steps, by providing advice and guidance.*

▸ *These Services covering all tasks to be performed by ALE Professional Services are sold all-included: prices are fixed and travel is included.*

Alcatel·Lucent Enterprise

OTEC DESIGN PACK

Complete assistance to secure OTEC deployments

Get technical assistance for your OTEC deployment projects from a dedicated expert from the ALE Professional Services team will validate your High-Level Design and provide the Low-Level Design for your project implementation:

- Review and validate HLD

- Write LLD

- Propose a quote on demand for integration & deployment assistance (PAER)

- Perform Technical Conformity Audit

The **Technical Conformity Audit** included in this pack can be also ordered separately.

Alcatel·Lucent
Enterprise

LAN NETWORK MENTORING SERVICE

Full accompaniment for your OmniSwitch LAN deployments

28

PROJECT PREPARATION
2 days remote workload

+

COACHING, DEPLOYMENT ASSISTANCE
3 days remote workload

PROJECT DISCOVERY

DATA ANALYSIS

STAGING ASSISTANCE BEFORE DEPLOYMENT (if needed)

COACHING

CONFIGURATION GUIDANCE

FIRST LEVEL OF TROUBLESHOOTING & SR QUALIFICATION

Alcatel·Lucent
Enterprise

OMNIACCESS STELLAR WLAN SPECIFIC DEPLOYMENT ASSISTANCE

Accompaniment for OmniAccess Stellar WLAN specific deployments (Voice over WiFi, Warehouse/Industries, Video On Demand, Outdoor/Sport venue)

PROJECT PREPARATION
2 days remote workload

+

COACHING, DEPLOYMENT ASSISTANCE & SURVEY
3 days remote and onsite workload

- PROJECT DISCOVERY
- DATA ANALYSIS & CHECK
- WIFI PREDICTIVE SURVEY
- WIFI SITE SURVEY
- CONFIGURATION GUIDANCE
- FIRST LEVEL OF TROUBLESHOOTING & SR QUALIFICATION

Alcatel·Lucent Enterprise

OMNIACCESS STELLAR ASSET TRACKING DEPLOYMENT ASSISTANCE

Full accompaniment for Asset Tracking and Tracing deployments

TRAINING *
> Install & Configure OmniAccess Stellar Asset Tracking (ref. DT00WTE365EN) Training Services
3 hours (e-learning)

* Included in the service

Asset Tracking and Contact Tracing Deployment Assistance

PROJECT PREPARATION	+	DEPLOYMENT ASSISTANCE Professional Services

0,5 day remote + 1,5 days remote **

** The service is designed for remote delivery, but if on-site assistance would be needed for a project, additional costs would be added on quotation.

CERTIFICATION *
ACFE OMNIACCESS STELLAR ASSET TRACKING
45 minutes

* Included in the service

Alcatel·Lucent
Enterprise

VISUAL AUTOMATED ATTENDANT – MENTORING PACK

Transform your incoming telephone calls into a sustainable and recurring business Relationship

31

- ▸ 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

Alcatel·Lucent Enterprise

VISUAL NOTIFICATION ASSISTANT– MENTORING PACK

32

Provides a simple and flexible, easy-to install, intuitive notification system. It is an ideal solution for enterprises across all industries

▸ The **Visual Notification Assistant Mentoring Service Pack** will help confidently prepare your VNA deployments with the accompaniment of a dedicated Alcatel-Lucent Enterprise expert.

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

Alcatel·Lucent
Enterprise

PRE-DEFINED SERVICES PACKS

▸ *Service Packs are pre-defined service offerings including the audit, design, deployment, coaching and acceptance for the installation of Alcatel-Lucent Enterprise Professional Services' applications that are the most relevant to actual market needs.*

▸ *These Services covering all tasks to be performed by ALE Professional Services are sold all-included: prices are fixed and travel is included.*

Alcatel·Lucent
Enterprise

DISPATCH CONSOLE INSTALLATION PACK

Improve call processing dispatcher efficiency in high pressure control centers, and in high call traffic administrations with Dispatch Console

The Alcatel-Lucent Enterprise Dispatch Console enables the presentation and selection of calls according to business processes and priority rules based on operators' decision.

The solution is ideally suited for control centers, as well as environments where call qualification and call selection are needed

Professional Services provides a remote installation and coaching service for this solution

Alcatel·Lucent
Enterprise

TICKET EXTRACTOR - INSTALLATION PACK

Tracking the activity at a Contact Center with customized CCD statistics

▸ 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

Alcatel·Lucent
Enterprise

SOFT PANEL MANAGER – INSTALLATION PACK

Displaying business data and contact center statistics in real time

▸ 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.

Alcatel·Lucent
Enterprise

OMNIPCX RECORD SUITE – INSTALLATION PACK

Helps assess how your first lines interact with customers through call recording, screen capture, silent monitoring and coaching capabilities

▸ 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.

Alcatel·Lucent
Enterprise

CUSTOMIZATION SERVICES

Generic solutions can may not be the perfect match for your requirements.

Customisation Services ease your Digital Transformation by coaching your team to develop the specific application you need or even develop it totally.

ALE developers use an agile methodology, known as Scrum, to put the customer at the heart of the process.

Alcatel·Lucent
Enterprise

BENEFITS FOR CUSTOMERS
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

Alcatel·Lucent
Enterprise

HOW TO ORDER?

On Quote

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.

Fill in the form on the ALE website MyPortal!

Professional Services Packs

Service Packs are pre-defined service offerings including the audit, design, deployment, coaching and acceptance for the installation of ALE's 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.

ProActive Engineering Resource (PAER)

PAER is an annual subscription of Professional Services workload of 5, 20 or 60 days you can use for any on-demand expertise

Specific Professional Services

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

Alcatel·Lucent Enterprise

KNOW MORE

▸ Customer can get further details on the Public Site in the "Products & Solutions / Services /" section:

  ▸ Professional Services

C O N T A C T   U S

🌐

WEBSITE
www.al-enterprise.com

Follow us on: X in f YouTube Instagram

Alcatel·Lucent
Enterprise