

SERVICES

VALUE PROPOSITION

JUNE 2024

WHY ALE SERVICES?

Vendor Services complementing our Business Partners during projects lifecycles



- Best expertise on ALE products & solutions
- End-to-end offer to cover all needs
- Vendor Assurance to de-risk projects
- Innovation and customisation capabilities
- Industry ecosystems validation & support
- Agile methodology
- Recognised by the Industry



SERVICES VALUE PROPOSITION

Alcatel-Lucent Enterprise provides a comprehensive end-to-end service offering, to support enterprises through their digital transformation.



Transformation Journey

Advise and secure technology transitions and Cloud migrations



Optimisation & Adoption

Maximise adoption, productivity and Return on Investment (ROI)



Industries & Customisation

Tailored solutions to capitalise on use cases and business benefits

Foundation Services

*Professional &
Managed Services*

*Training
Services*

*Success
Management*

*Support
Services*

*Industry
Services*

TRANSFORMATION JOURNEY



Advise and secure
technology transitions and
Cloud migrations

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

OPTIMISATION & ADOPTION



Maximise adoption, productivity and Return on Investment (ROI)

Synergy and proximity to maximize solutions usage and Customer value



Optimisation Services

Optimise ROI focusing on security, performance, operational efficiency and evolution



Adoption Services

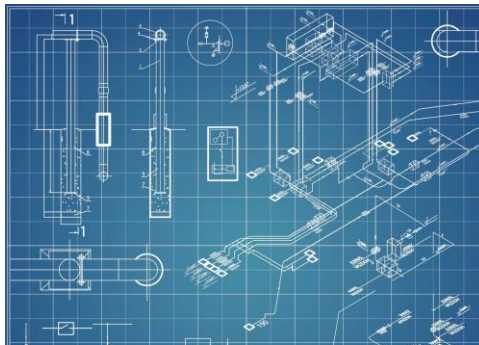
Align technology with business needs and shorten ramp time

INDUSTRIES & CUSTOMISATION



Capitalise on use cases and business benefits

Enhance user experience leveraging pre-defined and customized uses cases and industry blueprints



Industry Blueprints

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



Specific Developments

Define use cases and co-develop solutions and applications

FOUNDATION SERVICES

End-to-end services, available either off the shelf or tailored to specific needs, delivered on premise or remotely

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PROFESSIONAL SERVICES



Professional Services are by your side along your Digital Transformation, from project management and design definition to an optimal and secured implementation.

- ▶ **Design, audit:** Get the vendor guidance and approval of your solution design
- ▶ **Integration, deployment:** Highly skilled resources provide you with peace of mind for your deployment projects
- ▶ **Project Management:** Control risks, costs and quality through a planned deployment process and dedicated expertise
- ▶ **Assistance:** On-site and remote support from our experts, adding their value to your operations environment
- ▶ **Technical Account Management:** Benefit from established business/technical advisory methodologies and know how to align deployed solutions with your expectations
- ▶ **Predefined Services packs:** We secure your projects, at your side to install our applications or new products while coaching your team to develop skills
- ▶ **Security:** We bring you solutions and configurations with improved performance and security



MANAGED SERVICES



We support our customers daily, taking care of operations with flexible services options to deliver a connected customer experience.

- ▶ ALE Managed Services ensure seamless solution management by assuming responsibility for the management of simple or complex customer infrastructure operations. ALE can monitor the solutions to ensure improved user experience and increased adoption.
- ▶ ALE Managed Services are flexible. They can be delivered based on the duration of a customer contract, or based on a temporary period, and they can cover from essential delivery, to advanced, full-featured operations.
- ▶ ALE Managed Services cover Communications, Network, Cloud, Hybrid and on-premises solutions. Services may be extended to non-ALE customer ecosystems when appropriate.
- ▶ ALE Managed services are available as a six month, annual or multi-year subscription providing remote Managed Services. This offers the flexibility of using the service across the project portfolio and lets you handle small to large projects.



TRAINING SERVICES



Training services help you ramp-up your skills, adopt new technology and become autonomous on your digital transformation journey.

- ▶ **Administrator training:** Maximise products use and enable autonomous operation
- ▶ **Partner training:** Provide Partners with the tools to deliver the highest level of customer support
Certification: Competencies recognition and a qualified guarantee to sell, design and install ALE solutions
- ▶ **Blended learning solution:** eBooks, online, classrooms and virtual training sessions, let you reduced training time, save on travel expenses, and maximise your knowledge at a lower costs
- ▶ **Customised training:** Create training objectives and content to meet specific needs
- ▶ **Dedicated session:** Maximise skill acquisition and focus content to your business priorities
- ▶ **Onsite training:** Combine privacy, flexibility, teamwork and cost savings



SUCCESS MANAGEMENT



We enhances user experiences, increases adoption and ensures satisfaction by providing training, advice and guidance.

Benefits

- ▶ Get real business value out of your technology investment
- ▶ Enable exceptional user experiences
- ▶ Achieve maximum user adoption
- ▶ Accelerate digital transformation
- ▶ Optimise technology investment

Offering

- ▶ Launching: understanding your business case, specifying KPIs
- ▶ Onboarding: training of admins and end-users
- ▶ Adoption: monitoring usages and business KPIs
- ▶ Validation: evaluation, adjustment



SUPPORT SERVICES



Maintain your business continuity with 24/7 support services to sustain your operations and production with our support services

- ▶ Access hardware and software support for your communications and network solutions.
- ▶ Get replacement of faulty hardware and get assistance via remote diagnosis
- ▶ Entitle your IT personnel to contact ALE directly and offer them 24/7 access to ALE Technical support with possibility to submit service issues, access ALE's support portal for documentation, firmware and known issues solutions.
- ▶ Benefit from fast issues resolving thanks to our system of 4 severity level scale of issues

INDUSTRY SERVICES



Shape solutions to meet the unique needs of your industry. Work with our verticalized experts to define and co-develop solutions and applications that help your organisation achieve specific objectives and maximise your return on investment

Benefits

- ▶ Get the vendor expertise and Partner support on specific and rich applications, deep integrations in your business ecosystem
- ▶ Benefit from the vendor industry services and solutions to build key differentiations into your business

Offering

- ▶ Specific developments and coaching of your developers
- ▶ Provision and integration of rich applications and building blocks for added value and differentiation
- ▶ Services and solutions dedicated to your industry



HOW TO ORDER?

On
Quote

Services on Quote

*Services are mainly
subject to a quotation as
there are depending on
the projects' scope.*

DETAILED STEPS

1. Alcatel-Lucent Enterprise recommends that before requesting this service from Services, the qualification of End User needs be performed by a pre-sales advisor from the Business Partner, local or central Alcatel-Lucent Enterprise team.
2. Fill in the form on the ALE website **MyPortal** to manage and follow-up your requests, online and from end-to-end!
3. We strongly recommend to fill in all of the form's fields to speed up the processing of your request and thus limiting additional exchanges of requests for more information.
4. When all information is received, the Services Proposal Management will then provide a Service offer with technical and financial proposal that will be attached to the initial request form and that will need to be signed for validation.

KNOW MORE

- ▶ Customer can get further details on the [Public Site](#) in the “Products & Solutions / Services” sections:
 - [Professional & Managed Services](#)
 - [Training Services](#)
 - [Success Management](#)
 - [Support Services](#)
 - [Industry Services](#)

C O N T A C T U S



WEBSITE

www.al-enterprise.com

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