

Coriant® Global Services

Outcome-Based Solutions for the New Networked World

Coriant® Global Services is a strategic business partner with global reach and local expertise, providing outcome-based service solutions for the new networked world. We enable network operators to plan, deploy, maintain, optimize, and transition to resilient, flexible, and scalable networks with measurable value to meet your business goals.

A trusted partner moves beyond the speeds and feeds or features of their offering by focusing on solutions to help you achieve actual business results. Coriant Global Services provides engineering expertise, consultation, methodologies, processes, designs, and technology solutions to enable more effective strategic, tactical, and operational decisions. We work to ensure nothing less than the complete success of your project and differentiate ourselves by having:

- **Dependable Service Provider Business Intelligence** – Our significant knowledge of Tier 1 networks, carrier-class service provider businesses, and end-to-end packet optical transport and management make us a partner you can hold accountable. We judge *our* performance based on *your* performance by supplying a framework to quantify efficiencies, benefits, and savings. With an open, honest, and shared approach to achieving your strategic business objectives, Coriant Global Services offers a complete and intelligent network solution.
- **A Proven Track Record** – Coriant drives innovation with time-tested methodologies, software tools, and TL 9000 quality management system support. Coriant Global Services is consistently chosen as the preferred supplier by leading mobile and fixed line service providers worldwide based on an unparalleled track record of service excellence. We deliver high-quality solutions backed by proven customer-first values and best-in-class service. Coriant has won numerous awards and recognition from our customers for exceptional services delivery – setting new standards for partnership success.
- **Aptitude to Deliver with High Velocity** – Coriant Global Services partners with you to deliver the right service solutions to solve your unique challenges and speed your time to revenue. Our highly-scalable resources allow Coriant to move quickly with minimal advance notification required. We focus on getting the job done right the first time and as quickly as possible without sacrificing quality or going over budget. With our unmatched determination and proactive approach, we operate with high velocity to deliver the time-critical services you need with the sense of urgency you expect.

CORANT GLOBAL SERVICES PORTFOLIO

The Coriant Global Services network lifecycle model defines the activities required to successfully plan, deploy, maintain, optimize, and transition complex technologies throughout your network. Within the network lifecycle, Coriant's comprehensive services portfolio includes Professional Services, Network Deployment Services, and Care Services. At Coriant, we recognize that service provider networks and business drivers vary greatly. That is why we designed a variety of options and bundles to meet the most rigorous service expectations and to complement your unique network and business objectives.

CORANT® GLOBAL SERVICES FAST FACTS

- **World-Class Service Centers of Excellence** – over 30 global and regional service centers with 700+ highly skilled service personnel and an established network of certified global partners
- **High Integrity Culture** – solid reputation as an honest, trusted partner offering best-in-class solutions to accelerate strategic objectives
- **Broad Customer Experience** – over 35 years of service delivery experience with Tier 1 networks, mobile and fixed line operators, cable companies, enterprises, government agencies, utility network providers, and submarine network operators in 100+ countries serving over 500 customers
- **Quality Service Delivery** – recipient of numerous customer testimonials and industry recognition worldwide for superior service execution and high-quality network support services
- **Deep Technological Expertise** – extensive multi-vendor network experience with full knowledge of integrated optical and data solutions and end-to-end packet optical transport and management
- **Best Practices Accreditation and Certifications** – ITIL accreditation for IT service management, industry-recognized technical certifications (MEF-CECP, PMI-PMP, Red Hat, CCIE, CCNA, CCNP, CCIP, CCDA), and governmental security clearances

COMPREHENSIVE SERVICES PORTFOLIO COVERING EVERY PHASE OF THE NETWORK LIFECYCLE



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Professional Services

- Network Architecture and Design
- Network Planning and Optimization
- Network Audit
- Network Integration Services
- Network Modernization and Migration Services
- Network Upgrade Services
- Spares Consulting
- Network Management System Services
- Program Management
- Resident Engineers
- Assisted Operations

Network Deployment

- Project Management
- Engineering
- Installation Material Services
- Installation
- Commissioning and Test
- Fiber Characterization
- Equipment Removal
- Customer Acceptance Testing
- Staging

Care Services

- 24x7 Technical Support
- Access to Coriant's CRM Portal
- Access to Software Updates/Upgrades
- Hardware Maintenance Options
- Designated Support Manager
- Installation of New Software for Network Elements
- Network Audit
- Resident Engineer

Training Services

- Technology Foundation
- System Architecture and Overview
- Provisioning
- Troubleshooting
- Maintenance
- Introduction to New Features and Capabilities

Our capabilities and experience extend beyond those services listed here.

Technology or country-specific limitations may apply to availability of service.

PROFESSIONAL SERVICES

The Coriant Professional Services team brings a depth of knowledge in network architecture and design, planning and optimization, modernization and migration, network management systems, and consulting to drive network improvements. We work side-by-side with you to architect the network to your specifications, formulate innovative solutions for complex technical problems, and improve ongoing operations. Many of our consultants have worked in service provider environments and have firsthand experience with some of the most challenging and transformational projects in the industry. With our advanced network expertise and intelligent modernization solutions, we help customers develop and evolve their networks to support next-generation service requirements.

NETWORK DEPLOYMENT SERVICES

Coriant Network Deployment Services include a full suite of engineering, installation, testing, project management, and commissioning services. Using our extensive deployment knowledge and skills, proven methodologies, and scalable resources, Coriant deployment teams meet your objectives within your specified time frame, scope, and cost constraints. We can support every aspect of your project implementation as our team works to mitigate risk, accelerate revenue generation, and deploy a feature-rich network. With Network Deployment Services, we take the stress out of implementation and provide high-touch deployment services that meet your own high-quality delivery standards.

CARE SERVICES

Coriant Care Services provides solutions to support your day-to-day network operation including remote technical support, hardware servicing, onsite engineering, proactive audits, and software upgrade services. As a trusted partner, we help you reduce network issues, maximize reliability and performance, and extend the operational life of your equipment. Each Care agreement contains a comprehensive and adaptable set of support services tailored to your unique objectives. Coriant also offers a wide range of product training courses designed to help you operate, maintain, and provision your Coriant network equipment and develop a foundational knowledge base. From instructor-led to informal small group training, we work with you to ensure an effective learning experience. Whether you need hands-on training, remote delivery, mentoring, practice, or self-paced eLearning and videos, we can prepare your staff and business for the next level of success with extensive competency development programs and flexible delivery options.

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