

## Professional Services



# Allied Telesyn Professional Services

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In today's world of highly complex data, video, and voice networks, finding the right product is only one piece to solving the puzzle. The other key factors include items like the number of human resources, their skill sets, time to deployment, and capital and expense costs. All of these amount to a significant investment in deploying and maintaining an efficient scaleable network.

To achieve this, we listen to you and study your business model and objectives, then we develop a professional services plan to help you accomplish your goals. We are committed to providing you with a flexible suite of options for network design, configuration, interoperability testing, implementation and management, as well as on-going network training and maintenance to ensure that your investment is successful.

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**It is our commitment to support your business with the same diligence, excellence and urgency as we would our own.**

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That is why Allied Telesyn has assembled a team of highly trained, experienced network engineers and project managers to design, integrate, deploy, and manage these increasingly complex applications.

It is our goal to understand your business goals, thereby equating the success of your business with our own. It is our commitment to support your business with the same diligence, excellence, and urgency as we would our own.

Allied Telesyn uses industry-accepted best practices in all aspects of our service and support organizations. A seasoned project management team oversees all Allied Telesyn projects, and has extensive experience in scheduling, deploying, and managing large multi-faceted networks. This experience, coupled with the knowledge of Allied Telesyn's staff and vendors, creates an environment where our full capabilities are at your disposal to help ensure success.

**If you have questions about any of our Professional Service offerings, or to request a quote, please call 1.800.424.4284**



## Engineering Services

Deploying large multi-faceted, multi-vendor applications is a complicated and labor-intensive endeavor. Without the proper experience and knowledge, these operations can prove to be much more expensive than anticipated. Our Engineering Services can encompass all aspects of network development, from Network Design and Deployment, to Management and Integration. We use proven, tested gate and acceptance processes that ensure a smooth initial deployment, error free Integration, and seamless Change Management.

As an industry leader in voice, video, and data solutions, we have developed a core competency in the deployment and management of efficient, scalable production networks. In fact, Allied Telesyn is responsible for the Design and Deployment of one of the World's largest Triple Play architectures.

Allied Telesyn's Project Management team has direct communication channels with our Development Centers, Technical Managers, Service Engineers, Vendors, and Executives.

Our Project Managers coordinate a team of Resident Engineers who act as a dedicated on-site resource. The Resident Engineers will work with your engineering and operations staff, acting as a direct point of contact for all technical aspects of your project. The Resident Engineer can be used as a key technical resource to augment your existing staff or as a technical lead, offering overview and serving as a bridge to other Allied Telesyn and vendor experts during network conception, development, deployment and ongoing operations and management.

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Through the use of proven methodologies, Allied Telesyn's Integration GATE System process, and years of industry experience, we help you accomplish your goals.

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All Allied Telesyn projects are managed by a seasoned team of Project Managers. The Project Management team is authorized to provide you with the entire Allied Telesyn "army" of technical and professional resources as required. With Allied Telesyn in your corner, you're not left on your own to manage and deploy your network; you have an entire organization dedicated to your success.

An additional benefit to having a technical expert on-site is that person's ability to transfer knowledge to your network staff. Having an Allied Telesyn Resident Engineer on-site during network installation and soak will allow your technicians to have an available resource for technical questions and troubleshooting. The knowledge transfer aspect of the Resident Engineer service equates to some of the best training a client can receive; real hands on network training.



## Education Services

The self-help method is the quickest means to an end, and being able to quickly fix internal problems is a powerful asset to any company.

Formal classes can be designed specifically to meet your needs and tailored to your style of learning. Allied Telesyn's Educational Services offer training on all things Allied, including specific product training, application training, and basic networking.

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We can provide your technical and operations staff with the skills necessary to manage, provision and perform highly complex problem determinations and resolutions. To this end, we are proud to offer our full range of educational training services. Based on your specific needs, Allied Telesyn can provide class room and lab instruction at your place of business, or at our fully equipped training facilities in Bothell, Washington and Raleigh, North Carolina.

**To register for a class, or if you simply have some questions, please contact the Allied Telesyn Training Department at 1.800.424.4284.**



## Strategic Services

Unlike many of today's network equipment vendors, Allied Telesyn does not outsource its manufacturing. Because we own and control our own manufacturing facilities, we are able to offer a wide range of Strategic Services at a very low cost.

### Consignment Inventory

Consignment is more widely utilized by customers who use Allied Telesyn equipment to build their own products because it allows you to house Allied Telesyn product at your facilities and pay for the product only after you pull it from your on-site inventory. This process results in lowered shipping costs due to higher ship quantities, and less expedited shipping. This is ideal if you have a very time sensitive roll-out schedule and cannot afford a long lead time and potential inventory outages.

### Engineering Change Notifications

If you are using Allied Telesyn products to build your own equipment, or if you are installing Allied Telesyn products in a complex network with many interdependencies, then you may want to consider receiving detailed Engineering Change Notifications.

### Pre-Delivery Configuration Services

At a significantly low cost to you, Allied Telesyn can provide and load customized configurations onto each unit shipped. These modifications can be as mundane as disabling ports or as complex as pre-loading multiple scripts prior to shipment.

This service is ideal if you anticipate a uniform configuration for your Allied Telesyn equipment. By commissioning Allied Telesyn to pre-load your equipment at the factory level, we can dramatically reduce the amount of time spent in the field loading scripts and configuring equipment during the critical installation process.

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This service offers notification at a deeper level than our usual customer communication allows. Typically customers are only notified when a major revision is released, or a product model changes. Sometimes it is necessary to get more proactive and granular—allowing for advance notification of changes as minor as a power supply or oscillator change-out.

Changes that affect form, fit, or function may impact your finished goods, as well as the inter-workings of your network. If you receive this level of service, along with advance notification of changes (up to 180 days) you will be granted Last Time Buy rights, thereby allowing sufficient time and inventory to adjust to any impact the Engineering Change creates.

### Custom Labeling and Insertions

At the factory level, Allied Telesyn can apply custom labeling to your equipment, and / or the shipping container. We can also include specific materials with your shipments, i.e., troubleshooting pamphlets, installation guides, patch cables, and more.

### Firmware Revision Control

Many customers require a locked revision of code on all units purchased, rather than receiving non-uniform firmware as updated units ship through revision cycles. This is particularly necessary if you have staff trained on a specific version of firmware, or if you have customized configurations running on your units which are not supported in newer versions of code.

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