

PEAK SYSTEM AND PERSONNEL PERFORMANCE
WITH LOWER OPEX AND CAPEX

OPERATIONS & MAINTENANCE

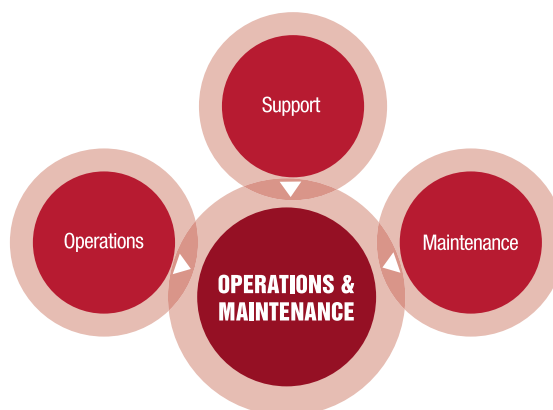
BUSINESS CHALLENGE

A project can be successfully delivered into live production, but to get the maximum benefit from the implemented solution, it must be operated at top efficiency and it must be maintained in the best condition possible.

Efficiency is affected by many things, but one of the core factors is the quality and level of training received by the operational and support personnel. The quality and level should be maintained through the training of new hires as well as through regular refresher courses for existing personnel. Maintaining efficiency also includes being able to make additional adjustments and expansions quickly and cost effectively when rapidly changing business needs and priorities dictate.

Maintaining the solution in the best condition possible means keeping the software up to date. It also means keeping large, mission-critical enterprise software, such as Telecom Operations and Management Solutions (TOMS), in an optimal state of performance, availability, and scalability. This requires a very controlled, disciplined IT team that uses best practices and methodologies in the areas of change management, capacity management, configuration management, and multiple other areas defined in the ITIL® methodology.

An integral part of NetCracker's TOMS-driven Professional Service Offering, Operations & Maintenance is designed to provide CSPs with a full scope of operational support and readiness services as well as day-to-day process management capabilities.



Running a large enterprise environment with hundreds of thousands of concurrent users also means that when a problem does occur, the root cause needs to be identified quickly, and the appropriate fix needs to be determined and applied with minimal disruption to business. Achieving this requires a fully staffed and operational Help Desk and Operations Support teams, as well as seamless cooperation with the supplier's solution support and product support teams for issues that require involvement of the core solution and core product team.

To address the operational, support, and maintenance challenges

outlined above, Communications Service Providers (CSPs) need help from their solution delivery partners — such as NetCracker — who can provide a level of support perfectly tailored and seamlessly integrated with each CSP's own support and maintenance organization.

NetCracker's CMMI Level 5 certified Services Organization provides the full set of operations and maintenance capabilities demanded by today's marketplace — one that covers solutions based on NetCracker's own products as well as solutions based on third-party products.

DETAILS



Effective and on-time operations and maintenance form an essential part of CSPs' continuous process enablement — from support of routine activities to streamlined fault handling and progressive product upgrade procedures. Successfully used by dozens of customers all over the world, NetCracker's Operations & Maintenance services are delivered as part of our comprehensive business transformation solutions.

Acting as a single point of contact across all delivery branches, NetCracker has built its outstanding Operations & Maintenance offering on unsurpassed telecom market expertise, a proven record of product development, and extensive solution implementation experience. An integral part of NetCracker's TOMS-driven Systems Integration Service Offering, Operations & Maintenance is designed to provide CSPs with a full scope of operational support and readiness services as well as day-to-day process management capabilities. Operations & Maintenance services help customers get the most out of NetCracker's products and solutions. They also provide maintenance updates to keep the product up to date with constantly evolving technologies, and help to implement the changes that are necessary to meet new business requirements.

The NetCracker customer support service model is aligned with industry standards and best practices in the Product and Service Support area (such as ITIL® library, TM Forum frameworks, and CMMI framework).

As part of its comprehensive services portfolio, NetCracker offers a variety of services and activities covering the areas of Operations, Support, and Maintenance.

OPERATIONS

Operations supports day-to-day solution use activities and includes services such as:

- Initial and refresher training
- Change management
- Staff augmentation
- Operational assistance
- Data management
- Performance optimization
- Knowledge management

SUPPORT

Support allocates resources that enable operations personnel to resolve issues, ensuring that they are addressed quickly and efficiently. It includes services such as:

- Help Desk Level 1/Level 2 support
- Level 3 solution support
- Production and post-production support
- Incident management
- Problem management

MAINTENANCE

Maintenance keeps the solution in top condition through tuning, upgrades, and the latest security patches, and includes services such as:

- Capacity planning
- Configuration management
- Level 4 product support
- Compliance management
- Facilities management
- Third-party SW/HW maintenance

BUSINESS BENEFITS

NetCracker's effective on-site/off-site support methodology and team, its comprehensive knowledge base for B/OSS-specific issues, its deep product development and systems integration expertise, as well as its successful time-proven record of support and maintenance services worldwide ensure:

- Effective use of B/OSS for running complex business processes
- Effective and continuous applications management
- Operations support and readiness over all infrastructure layers
- On-time and effective problem resolution for any element in a systems stack
- Staff augmentation or outsourcing to cover heavy project loads (as opposed to the hire approach for B/OSS stack support and maintenance)
- Planning and management of upgrades, including additional just-in-time (JIT) support and maintenance services on request for production launches and solution upgrades