SPIRENT PROFESSIONAL SERVICES

SERVICE ASSURANCE

INTEGRATION SOLUTIONS

The Challenge: Maintaining Transparency with Back Office Systems. Decades of experience in the telco industry has revealed that Spirent's customers have unique back office systems. To optimize time-to-test, the customized integration of a Spirent solution from Professional Services ensures an efficient and fully integrated testing solution.

We integrate existing and new inventory components to make the back office transparent. The result is a solution that dovetails your work flow with existing network resources and the newly-introduced Spirent solution and ties it together effectively and efficiently.

CUSTOMIZED INVENTORY INTEGRATION SOLUTIONS

Spirent Professional Services supplement your internal capabilities with our network operations expertise so you can focus on your core business. Unlike an in-house, home-grown solution, which can be costly, risky, and difficult to manage, we provide cost-effective, focused delivery of proven solutions. With Professional Services from Spirent, you reduce risk and maximize your Spirent investment.

WE MITIGATE RISK, OPTIMIZE PRODUCTIVITY

Our experts help you implement and integrate solutions to realize operational benefits for new or embedded systems and technologies. Because we have customized our products for many customers, you leverage our seasoned ability to tailor a Spirent solution to meet your specific business needs. Compare that to internal integrators who typically do not possess that level of familiarity with a diversified customer base.

Professional Services - Integration offerings from Spirent Service Assurance include:

- Connectivity Solutions
- Information Solutions
- Test Automation Solutions
- Operations Overviews

Spirent Professional Services Include:

- Highly-skilled engineers
- Design validation
- Scalability projections
- Implementation validation
- Data analysis and report creation

SPIRENT INTEGRATION SERVICES BENEFITS

- Utilize existing systems and ensure smooth integration of new systems
- Accelerate and maximize workforce productivity
- Assure system performance and efficiency
- Reduce costs and operational overhead

"One thing that distinguishes our team from our competitors: we have over ninety years of knowledge and experience in telco center operations for integrating into the back office. We talk short hand, roll up our sleeves, see answers, and start delivering, while our competitors too often need to get chapter and verse explained before they can even start to think about a solution."

Kevin Madden
Integration Solutions Architect
Spirent Communications

PROFESSIONAL SERVICES - INTEGRATION OFFERINGS

Connectivity Solutions (Gateways)

Spirent provides a full range of system integration and custom development solutions that allow disparate systems—Spirent or third-party—to interoperate, communicate and exchange data. This service effectively links systems for improved, measurable customer business execution. Spirent integration will improve the visibility and integration of business data.

Components include:

- Data interface analysis
- Integration software – support for multiple languages and transports
  - XML, FCIF, SOAP, Web Services, JMS, MQ Series, CORBA, custom APIs
- Network equipment interface models

Benefits:

- Facilitates speedy gateway deployment with accurate API definition and rules requirements
- Enables utilization of existing systems, reducing additional OSS investments
- Streamlines business processes by providing visibility and accountability at every step of the integration process
- Reduces expenses and operational overhead

Information Solutions

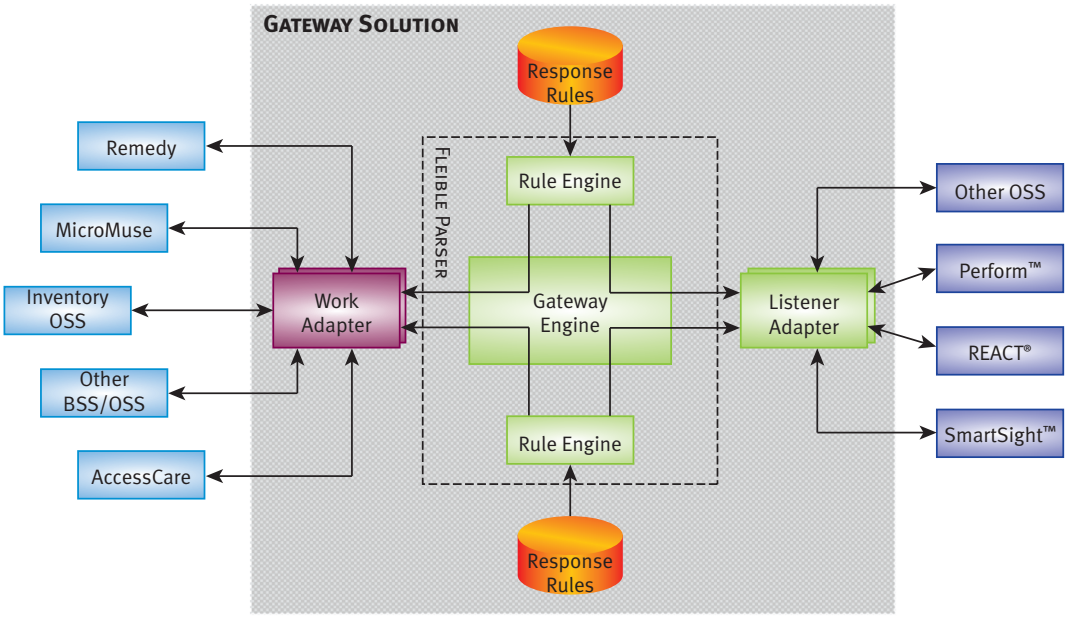
Spirent offers full-function customization services outside of our pre-defined core product release cycles. These services provide you with accelerated requirements definition, software development and implementation. To enable this optimization success, our integration team works closely with our core engineering teams to identify customization opportunities that do not require core product changes. Information Solutions provide assessment, development and implementation of Web-based graphical user interfaces (GUIs) which augment core Spirent solutions.

Solutions include:

- Web-based portals
- Visual data solutions
- Custom dashboards
- Data reports translated into graphic formats

Benefits:

- Method of procedure – enforcement maximizes workforce productivity
- Accelerated learning – reduces training costs
- Center and field – personnel share common applications and test equipment



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Test Automation Solutions

Spirent has extensive experience in assisting with OpEx reduction through automation/flow-through operations and draws from strong service technology knowledge. Many IT operations understand protocol and database management skills, but Spirent augments this with an understanding of Layers 1 through Layer 7 and how these details affect center operations and key metrics. Spirent offers custom assessments, including development and implementation of automation deliverables that leverage the functionality and capabilities of base Spirent solutions. These automation solutions are custom designed and implemented to meet your specific requirements.

Deliverables include:

- Dialogs – designed to enhance the testing and automation process for service assurance and activation
- Custom automation scripts
- Network equipment interface models

Benefits:

- Maximizes overall short and long-term automated testing objectives
- Optimizes implementation of testing resources and CapEx investment
- Establishes standardization between centers with consistent test strategies
- Delivers large-scale automated testing, drastically reducing operational costs
- Enhances tester productivity, facilitating multi-tasking to improve service times for all center testing tasks
- Reduces the Mean Time To Repair (MTTR) and New Circuit Failure Rate (NCFR) for service assurance and service activation operations, increasing overall customer satisfaction and retention

Operations Reviews

This service delivers proven telco operations center process improvement methodology, which is strengthened by automation and test system knowledge. The delivery team consists of professionals with years of experience running telco center operations.

Benefits:

- Provides increased efficiencies with optimal center operations processes in place
- Empowers productivity, accelerates times savings and avoids costly rework and overruns

OUR CUSTOMERS

Spirent has been a pioneer since the advent of network testing and has provided services to customers across a broad range of global industries. These varied business sectors include telecommunications and wireless service providers, network equipment manufacturers, petroleum, education, the media, financial institutions and stock exchanges, technology enterprises and publishing giants. Spirent also services the US government, which includes military and space agency projects.

SPIRENT EXPERTISE

Spirent provides services expertise for all major communications vendors. Our test methodology and automation experts include IETF engineers and RFC authors who have developed many of the industry's acclaimed benchmarks. They help define standards and performance tests for dozens of industry forums and standards bodies.

SERVICE DELIVERY PROCESS

The primary elements of Spirent's highly-acclaimed world class service delivery process are:

- **Discover:** Gather requirements; perform gap analysis
- **Define:** Create statement of work; present roadmap and resources, illustrate ROI
- **Develop:** Develop test cases; write scripts; develop code
- **Deliver:** Deploy test engineers; manage project; measure and report
- **Debrief:** Refine service optimization; assure customer needs and expectations are met

CONTACT US

Don't wait until your project has already begun, or worse, until you are behind schedule. Contact Spirent now and enlist our Professional Services team to streamline your project. Let our experts help you improve operational productivity and accelerate your time-to-market. Call your Spirent sales representative or visit us on the Web at www.spirent.com.

AMERICAS 1-800-SPIRENT • +1-818-676-2683 • sales@spirent.com

EUROPE AND THE MIDDLE EAST +44 (0) 1293 767979 • emeainfo@spirent.com

ASIA AND THE PACIFIC +86-10-8518-2539 • salesasia@spirent.com

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