SPIRENT GLOBAL SERVICES

PROFESSIONAL SERVICES

RESIDENT ENGINEER PROGRAM

The Challenge: **The need for specialized and extended Technical Expertise outside standard in-house resource capabilities.** As larger organizations face tight deadlines and strive to respond effectively to evolving testing requirements, they often find they do not have the qualified personnel on site. Faced with implementing a new testing product, utilizing new testing methodologies or integrating new automation solutions, the risk of not having the right expertise on site at the right time means release schedules and budgets are at risk.

THE SOLUTION: SPIRENT DELIVERS TARGETED EXPERTISE

Spirent Professional Services offers on-site technical expertise in extended engagements that traditionally exceed eight consecutive weeks. Projects ranging from upgrading networks or devices, integrating new security or router/switch solutions, as well as implementing Triple-Play, IPv6 and wireless infrastructures, all have cutting-edge technology expertise requirements where timely, qualified, engaged technical expertise assures express ROI. Spirent provides the targeted expertise you need to meet your exacting requirements in both the short and long term.

BENEFITS

- Filled gaps and augment customer team during periods of skilled manpower shortage
- Avoid costly requirement of hiring, training and managing full-time resources
- Maintain increased flexibility and alignment with project budgeting
- Utilize unparalleled expertise on Spirent equipment
- Acquire direct inside contact with Spirent organizations (including Product Marketing, Engineering and Support Services)
- Leverage Spirent expertise in automation, products and test methodology
- Build high level of productivity into test methodology and automation frameworks
- Gain prioritized treatment on customer issues and enhancements
- Attain confidence in meeting program schedules
- Accelerate and maximize workforce productivity
- Reduce costs and operational overhead

RESIDENT ENGINEER SERVICE OVERVIEW

Spirent Professional Services offer three solutions for on-site engineering expertise, which may also include a combination of all three:

- **Support Engineer**
  - Traditional hands-on support expertise provided
  - Ad hoc Implementation Services demonstrate product capabilities

- **Test Service Engineer**
  - Creation and execution of custom test cases
  - Demonstration, consultation and leadership in development of test methodology for product / technology
  - Creation of repeatable test cases using off-the-shelf third party tools

- **Automation Engineer**
  - Setup customer environment elements and framework
  - Analysis of test plans: Creation of reference test and framework assets
  - Facilitate development of software to create automated test cases using Spirent products
  - Provide customer demos of latest feature releases and information updates

OUR CUSTOMERS

Spirent has been a pioneer since the advent of network, wireless and GNSS testing and has provided services to customers across a broad range of global industries. These varied business sectors include global navigation satellite systems, aircraft and automotive manufacturers, as well as 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 governments worldwide, 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

SPIRENT SERVICES

Spirent Global Services provides a variety of professional services, support services and education services—all focused on helping customers meet their complex testing and service assurance requirements.

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

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