# Professional Services and Education



**Working with you to efficiently design, build, integrate, operate and assure your interactive IP services (voice, video and data) every step of the way.**

## KEY FEATURES

Provides complete installation, implementation and configuration for all EXFO Service Assurance products

Offers a full curriculum of education courses designed to enhance product knowledge and speed the deployment of the Brix System

Delivers advanced customization services that integrate the Brix System with a provider's infrastructure and operational support system (OSS) environment

**EXFO** | **Service Assurance**

## WHY CHOOSE EXFO SERVICE ASSURANCE PROFESSIONAL SERVICES?

Today, more than ever, your customers' level of met or unmet expectations for a quality experience with your service determines their loyalty to your brand. In this demanding environment, EXFO Service Assurance Professional Services works with you to efficiently design, build, integrate, operate and assure your interactive IP services (voice, video and data) every step of the way, from defining the initial business requirements all the way to the delivery of a deployed offering. Our team provides the expertise your organization needs so that you do not have to divert valuable internal resources from other core business activities.

## EXFO SERVICE ASSURANCE SOLUTION

EXFO Service Assurance Professional Services offers comprehensive installation and implementation services for the complete Brix System converged service assurance solution, so you can rest assured your investment is quickly—and correctly—up and running as well as optimized for peak performance. Based on best practices and field-tested in some of the world's most demanding production networks, we provide a wealth of value-added, real-world knowledge and experience in designing, installing and maintaining converged IP-based services.

The Brix System's highly scalable architecture also lends itself to a distributed deployment. EXFO Service Assurance Professional Services can help you install a multitiered implementation in your environment so you do not have to incur the added expense of training your personnel on these advanced techniques.

## YOUR NETWORK IS UNIQUE

At EXFO Service Assurance, we understand that each network is unique. You have created an infrastructure that fuses hardware and software into a working solution to deliver advanced IP services. But, with a custom network, the need to integrate disparate hardware and software is essential to long-term success and reliable customer service.

As part of the Professional Services portfolio, EXFO Service Assurance Customization Services works with your network and operations personnel to deliver a seamless integration between the Brix System family of converged service assurance offerings and your company's network and OSS. With EXFO Service Assurance Professional Services, your operations staff can reliably manage and maintain your advanced IP services for your customers.

## ADVANCED CUSTOMIZATION

By combining the power of your existing OSS with the open BrixWorx service assurance correlation and analysis software engine, EXFO Service Assurance Professional Services helps you create a synergistic solution that offers visibility and recoverability for your complete network. Our Professional Services team listens to your objectives and qualifies your back-office integration and enhanced visualization needs, translating your business and technical requirements into an action plan that can be developed and implemented quickly and effectively.

With service offerings that include back-office integration, custom portal development and enhanced visualization, our team works with you to create an advanced IP services offering where you know what is going on at all times, and offers predictability to avoid outages and service interruptions. With EXFO Service Assurance Professional Services, you get access to the information you need—in the format you require—for all the different audiences in your organization, including executive management, engineering, operations, marketing and sales.

## SIMPLIFY OSS INTEGRATION

Your OSS is your vital command point and, ideally, all of your network elements can be monitored and managed from this central solution. But, in the real world, disparate systems and proprietary software make integration with your OSS difficult at best, and sometimes impossible. Our team works to integrate your new Brix System converged service assurance solution with your OSS for centralized management and monitoring of your advanced IP services.

## PORTALS ENHANCE CUSTOMER SUPPORT

As advanced IP services, such as VoIP and IPTV, go from limited pilot projects to full-scale rollouts to paying subscribers, customer service is vital to success. EXFO Service Assurance Professional Services can create a customer-facing portal that not only serves as a one-stop customers services aid—evaluation, information, purchase and support—but also as a valuable tool for your front-line support personnel to diagnose and handle customer-facing issues.

## THE RIGHT INFORMATION FOR THE RIGHT AUDIENCE

Different parts of your organization require different views into the health and well-being of your entire network: the operations team wants to see statistics on performance and health, the accounting team wants information to enforce SLAs and ensure contractual obligations, while the marketing team wants customer service information to promote their service offering. Our Professional Services team creates custom reports and visualizations that give each audience the right information they need at the right time.

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## EDUCATION COURSES THAT FIT YOUR NEEDS

EXFO Service Assurance Professional Services offers standard, advanced, private and custom education courses designed to enhance your product knowledge and speed deployment of the Brix System to maximize your company's return on investment. Our courses are designed to fit the needs of employees throughout your organization—from operations to system administrators and field engineering— and enable you to effectively and proactively manage your various IP applications and networks.

## OFFERED SERVICES

**Professional Services**

> BrixWorx Deployment Best Practices
> BrixWorx SLA and Service Design Best Practice
> BrixWorx SLA and Service Implementation Best Practice
> BrixCare Customization
> BrixWorx Portal Customization
> Installation Services
> BrixWorx Redundant System Installation
> Custom Professional Services

**Education Courses**

The standard course curriculum for the Brix System ensures positive and productive learning outcomes for all types of users. Our in-depth training classes utilize various written and hands-on exercises to cover all the necessary facets of the Brix System—enabling proficient use of the solution to drive successful service delivery.

EXFO Service Assurance education courses are conducted at our Chelmsford, Massachusetts facility or can be taught on site at a location of your choosing.

> **BrixWorx Operations**
  Prerequisite training for anyone purchasing the BrixWorx systems (see price list description for the rest)

> **Operations and System Administration Training**
  Combines the BrixWorx Operations course with a one-day administration course; reviews basic and advanced installation techniques plus operating system management and database administration (four-day training course for up to five people)

> **Custom Training**
  Custom education curriculum extracted from existing training modules or created from specific customer requirement and a statement of work delivered

For more information about EXFO Service Assurance Professional Services and our education courses, please contact your sales representative or write us at brixsupport@EXFO.com.

## EXFO SERVICE ASSURANCE

EXFO Service Assurance is a global provider of converged service assurance solutions that allow the world's largest service providers and enterprises to offer reliable and high-quality experiences in voice, video, data and mobile services to their customers, partners and employees.The company brings a proven heritage of IP expertise unique to the service assurance marketplace, and collaborates closely with its customers and partners to assure the delivery of any IP-based service, over any network, to any endpoint.

EXFO Service Assurance's seamlessly integrated hardware and software products, collectively called the Brix System, are converged service assurance solutions that proactively monitor IP service and application quality. Network operators use the Brix System to guarantee the successful launch and ongoing, profitable operation of their various IP services.

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