Service/Support

Professional Services

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Overview

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

This is why Allied Telesis has assembled a team of highly trained and experienced Resident Engineers (RE) and Project Managers (PM) to design, integrate, deploy and manage these increasingly complex applications. It is our mission to understand the business goals of our customers, thereby equating the success of their organizations with our own. We are committed to supporting their businesses with the same diligence, excellence and urgency as we would our own.

To achieve this, we listen and study their business models and objectives, then we develop a Professional Services plan to help accomplish their goals. We carry a track record of success in managing, integrating and deploying large and small voice, video and data networks across a myriad of market segments. From service providers to enterprise applications; campus networks to OEM partners, we understand the need for carrier grade products, seamless error-free integration and best-in-class service and support. We provide 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 our customer's investments are successful.

Allied Telesis uses industry accepted best practices in all aspects of our service and support organizations. A seasoned PM oversees all Allied Telesis projects, bringing to the table extensive experience in scheduling, deploying, and managing large multi-faceted networks. This experience, coupled with the knowledge of Allied Telesis' staff and vendors creates an environment where our full capabilities are at our customer's disposal.

Download our comprehensive Professional Services Brochure.

To speak with a Professional Service representative, call 1-800-835-5023, or email Service_US@AlliedTelesyn.com.

Available Services

Design and Documentation

Design and documentation is profoundly important when managing a production network. Whether deploying a small office network or a large scale revenue generating service provider application, having the ability to perform rapid troubleshooting and problem determination is paramount. Without a thorough network map and redundant design, unexpected issues can arise.

Allied Telesis Professional Services will meet with our customer's network engineers and management team to design the best solution for their particular needs. All design documentation and source code is provided post installation for records and maintenance. Allied Telesis will provide a complete physical network map, including IP and MAC addressing, as well as logical topologies (EPSR and RSTP rings for example) allowing for ease of maintenance and future scalability.

Installation and Configuration

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 IP solutions, we have developed a core competency in the deployment and management of efficient, scalable production networks. In fact, Allied Telesis is responsible for the design and deployment of one of the world's largest Triple Play architectures. Our Professional Services organization has years of experience deploying core, access and edge products into medium and large scale NSP, IOC, enterprise, education, government and commercial environments.

All projects are managed by a dedicated Project Manager (PM) who oversees the complete end-to-end network installation. This service is designed to relieve the burden of tracking, planning and managing all the elements involved in the complete roll-out of a production network. All aspects of the network deployment are overseen and managed by the PM, including outside plant cabling, CPE installation, remote cabinet setup and commissioning, head end setup and integration, central office installation, site survey's and more.

Our PMs have direct communication channels with our development centers, technical managers, service engineers, vendors and executives. The PM is authorized to provide the entire Allied Telesis "army" of technical and professional resources. With Allied Telesis, no organization is left on their own to manage and deploy their network; the entire Allied Telesis team is dedicated to the success of the project.

Our PMs coordinate a team of Resident Engineers (RE) who act as a dedicated on-site resource. The REs will remain on-site from initial setup through soak to install and configure all things Allied, as well as integrate our products with any 3rd party equipment present. From setup of the central office and network monitoring software, the installation and grounding of remote cabinets, or the standard design and installation of an enterprise network. Allied Telesis Professional Services will design a

cabinets, or the standard design and installation of an enterprise network, Allied Telesis Professional Services will design a complete network roll-out plan that meets the needs and beats the time constraints of our customer's organizations.

Integration and Commissioning

Our Professional Services team brings years of experience integrating our networks with an assortment of solutions and 3rd party vendors. On the service provider front, we understand the intricacies of deploying and integrating revenue generating applications such as Adsl, VoIP, and IP Video. We are experienced with the integration of VoD, lifeline POTs and outside plant and we appreciate the importance of these pieces to the overall Triple Play application.

For enterprise applications, our Professional Services team will interoperability test and integrate VoIP, as well as secure wireless and / or wired solutions that allow for optimum efficiency and uptime at a low cost.

Our integration and change management gate processes ensure transparent integration of new components. All changes and additions are tested and certified in our state-of-the-art testing and interoperability labs prior to deployment into a live environment. We recreate the current environment in order to eliminate the risk of any unexpected issues that may arise when introducing new components or instituting change.

Technical Training

The self-help method is the quickest means to an end. Being able to quickly fix internal problems is a powerful asset to any business. We provide technical and operations staff with the skills necessary to manage, provision and perform complex problem determinations and resolutions. Allied Telesis provides class room and lab instruction at our client's place of business, or at one of our fully equipped training facilities in Raleigh North Carolina; Bothell Washington; San Jose California; or Chicago Illinois.

Custom classes can be designed specifically to meet our client's needs and tailored to their operations staff's style of learning and skill sets. Allied Telesis' educational services offer training on all things Allied, including specific product training, application training, and basic networking.

To view our current schedule and syllabus, click here.

Resident Engineering

Post installation support can be contracted to Allied Telesis' Technical Assistance Center (TAC) through the purchase of maintenance contracts, and/or via a Resident Engineer (RE). REs are technical experts utilized to lead day-to-day project tasks and proactively troubleshoot and manage engineering issues.

Having an RE available on-site during the critical phases of network roll-out and soak is the key to making an on-time launch, and circumventing any issues that your technical staff may not be able to avoid on their own.

Maintenance Contracts

It is improbable that a complex production network will run flawlessly forever; issues will eventually occur where technical assistance is needed. We realize that up-time is of the highest importance and it is paramount that any changes made to a production network, or any issues faced are completely transparent to the customer base and employees. That is why Allied Telesis' Net.Cover^{SM} contracts are designed to provide the highest level of service and support, minimizing down time and optimizing network performance.

Our support organization works hand in hand with our development centers and engineers, a relationship that lends itself to some of the best network support in the industry. Allied Telesis does NOT outsource our Technical Service Engineers. We understand the importance of immediate problem resolution and we respond by granting access to our in-house support organization and our complete testing and interoperability labs 24 hours a day 365 days a year.

Our Net.Cover^{SM} suite of services is designed to provide priority to customers requiring the fastest turn around for issues and RMAs. Our support programs are completely customizable to meet the needs of our customer's businesses.

For a standard or custom quote, call 1-800-835-5023, or email Service_US@AlliedTelesyn.com.

Download the latest Net.Cover Brochure.

Read more about our Net.Cover^{SM} service options.