

MANAGED SERVICES

VALUE PROPOSITION

MANAGED SERVICES

Strengthen and smoothen your Digital Transformation

Digital transformation lets you optimise new technologies to increase efficiency and create new usages.

ALE Managed Services enlarge Business Partners offer by providing vendor engagement with flexible options to deliver a connected customer experience.



Transformation Journey

Benefit from vendor expertise and commitment for a smooth transition. From solutions definition, adherence to your business and implementation



Optimisation & Adoption

Get ALE expertise to secure your solutions availability and optimization for your business and get the assurance of a true adoption for success



Industries & Customisation

Take advantage of ALE blueprints and pre-packed solutions and adapt them to your business

TRANSFORMATION JOURNEY



Benefit from vendor expertise and commitment for a smooth transition. From solutions definition, adherence to your business and implementation

Move from ideas to reality with agility and confidence



Consulting Services

Define the best strategy, design the solutions for your business and the plan for success



Implementation Services

Implement the solutions, integrate and validate the success plan with the latest technologies

OPTIMISATION & ADOPTION



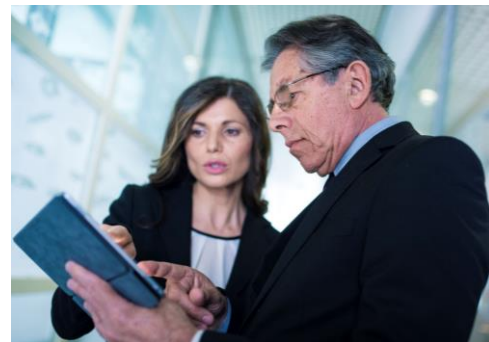
Get ALE expertise to secure your solutions availability and optimization for your business and get the assurance of a true adoption for success

Synergy and proximity to maximize solutions usage and Customer value



Optimisation Services

Optimise ROI by ensuring availability, performance, operational efficiency and evolutions



Adoption Services

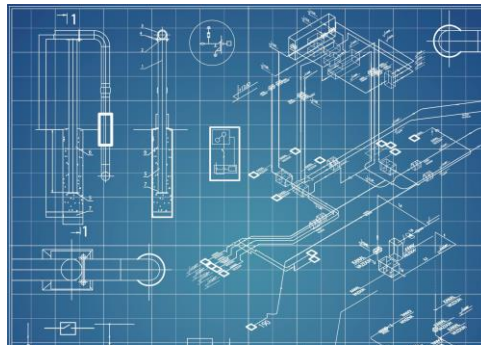
Monitor the success plan delivery, align technology with business needs and shorten ramp-up

VERTICALS & CUSTOMISATION



Take advantage of ALE blueprints and pre-packed solutions and adapt them to your business

Enhance user experience leveraging pre-defined and bespoke use cases and industry practices



Industry Blueprints

Industry use cases to provide generic value-added services plus last mile customisation



Specific Developments

Define use cases and co-develop solutions and applications

MANAGED SERVICES

- ▶ Business Partners benefit from ALE's ability to extend their service offer and assist with operations, enabling organizations to optimize their staff, increase market share, and focus on their customers' business.



MANAGED SERVICES

Ensure seamless solution management for you, by taking over the complexity of infrastructures and operations.

Managed Services cover all topologies:

- on premise
- hybrid environments
- Cloud

Services are delivered either by ALE or by a combination of ALE and Business Partners for the best fit with your business needs and topologies.

Reduce your IT spending, move to a managed infrastructure to start your seamless Digital Transformation with ALE

Focus on your own business

- Benefit from ALE operations
- We support your business models
- We adapt to your requirements



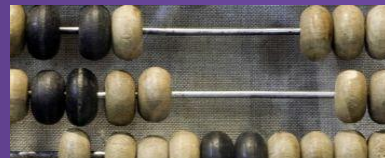
Optimum performance

- 24x7x365 monitoring and operations
- 4H resolution SLA
- Preventive maintenance
- Run your infrastructure “hands free”

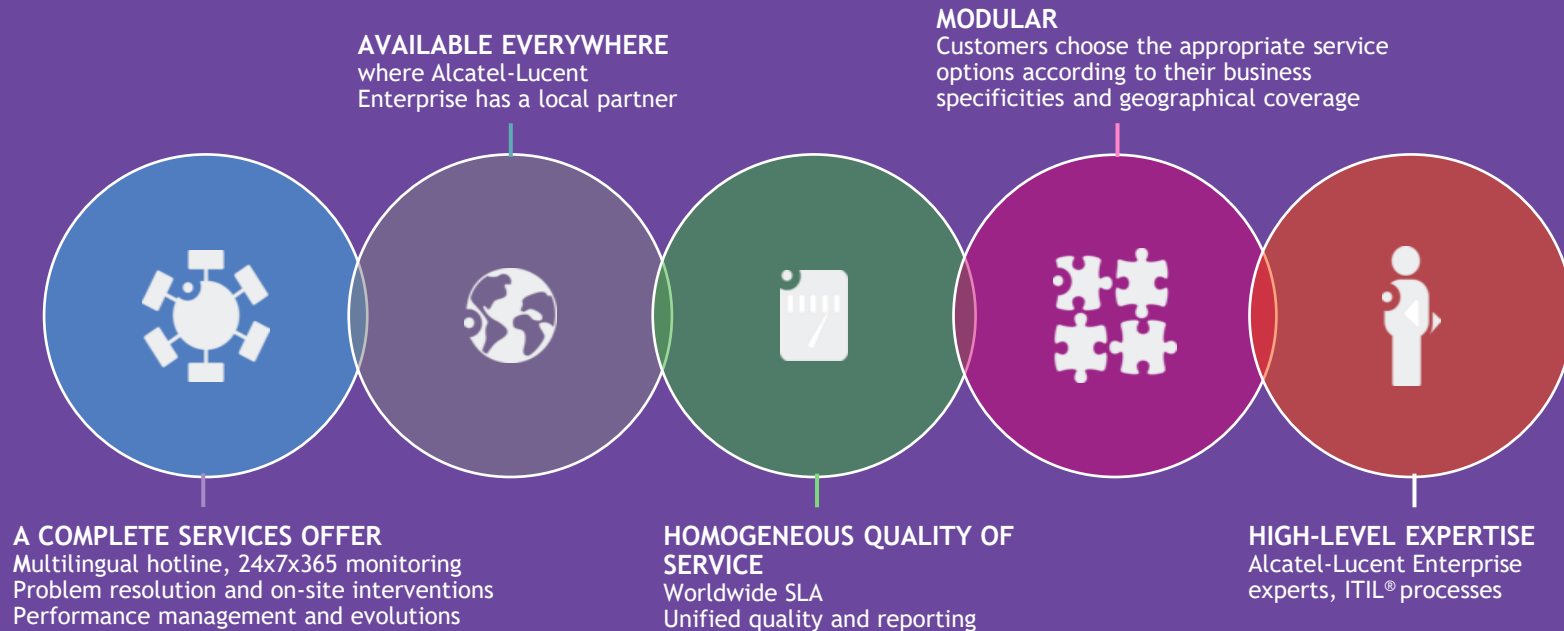


Tailored ROI

- Adapted for your organization
- Predictable and easy to budget for



MANAGED SERVICES AT A GLANCE



MANAGED SERVICES AT A GLANCE

SEAMLESS SOLUTION OPERATIONS



Single Point of Contact

Dedicated 24x7x365 multilingual access that:

- handles service requests
- ensures end-user assistance



Incident resolution - 4H SLA

Restore the service within four hours in 95% of emergency incidents

- Troubleshoot, root cause analysis
- Incidents Resolution
- Immediate problem escalation to ALE Technical Support



Field interventions dispatch

- Define the intervention activities
- Trigger and drive interventions on site
- Ensure tracking
- Field interventions are essentially provided by ALE Business Partners



24x7x365 MONITORING

Continuous remote connection

- Events & Alerts detection and correlation
- Alarms management
- Thresholds management



PREVENTIVE MAINTENANCE

Identify and track analytics to prevent operational risks and incidents

- Performance and capacity management
- Data backups



EVOLUTION MANAGEMENT

*Change and evolution management services seamlessly upgrade your software and hardware
Introduce automations
Prepare for Digital Transformation*

CUSTOMER SERVICES

- ▶ When combined with ALE Services, ALE Managed Services offer turnkey solutions and end-to-end services: from design and deployment to operations; changes; as well as reactive and proactive maintenance.



CUSTOMER SUCCESS MANAGER

Ensure end-user adoption, optimise solution value for your business, drive changes and evolution according to the needs

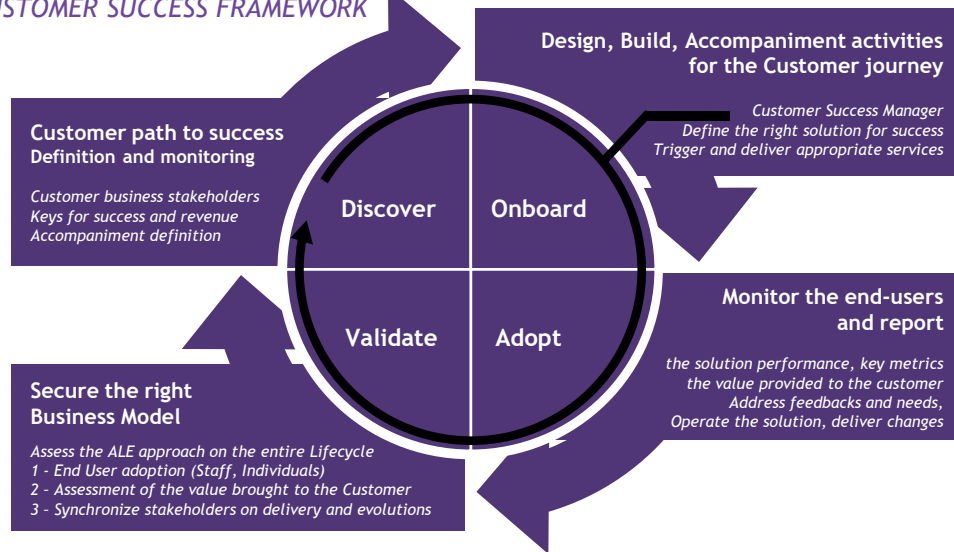
ALE has developed a proven methodology to execute your successful Digital Transformation and enable rapid adoption.

The ALE Approach in 4 Steps :

1. **DISCOVER** Understand your business
Define business outcomes
Specify the success KPI
2. **ONBOARD** Technical setup
Training delivery
Adoption plan
3. **ADOPT** Monitor usage
Capture users feedbacks
4. **VALIDATE** Evaluate and iterate
Best practices and opportunities map

Our ALE Partners are ready to leverage our methodology and associated tools to drive you to destination

“DIGITAL TRANSFORMATION COMPANION” SERVICES *CUSTOMER SUCCESS FRAMEWORK*



CUSTOMER SUCCESS MANAGER

The 4 steps for a successful transformation

DISCOVER



Interview the project stakeholders

Specify the desired business outcomes

Execution strategy

SUCCESS PLAN

ONBOARD



Technical Setup process

Communication Plan & Execution

Training Plan & Execution

ROLL-OUT

ADOPT



Monitor usage

Capture feedbacks

Periodic Reviews

FOLLOW-UP

VALIDATE



Evaluate & Adjust

Document

Iterate

DESIRED OUTCOME

END CUSTOMER PROACTIVE SERVICES

Lead IT staff to autonomy by enhancing knowledge and productivity:

Premium Services

Open access to vendor technical documentation and tools related to their solutions:

- Incidents intelligence base
- Personalized Technical Documentation Library
- Technical Knowledge Center
- Service Requests tracking

Platinum Services

On top of Premium services, interact directly with a dedicated ALE Technical Advisor to work on long-term plans.

PROVIDE GREATER KNOWLEDGE AND
PRODUCTIVITY FOR YOUR IT STAFF



END CUSTOMER SUPPORT

Secure the solution sustainability with the vendor and reinforce its availability. Enhance the level of Services with options like 3rd-party chasing, simplify the support of your solution.

You can ramp up your own IT team and get the latest news, releases and updates from ALE's resources.

Level-2 remote Incident Management of the customer's infrastructure, plus options for enhanced SLA, 24x7 coverage, real-time monitoring and third-party chasing.

Flexible, cost effective offer designed to support Unified Communication usages, to complement Business Partner Operations Services and the ALE Level-3 Vendor Support (SPS).

For Communications solutions, the customer benefits from a direct access to ALE's technical support with dedicated SLA



PREMIUM END CUSTOMER SUPPORT

The dedicated link between the End-Customer and ALE TEC, allows beyond a faster response:

- Faster resolution as the dedicated ALE Support Engineers beyond their high level of expertise, provide benefit from their knowledge of the customer's environment
- Increase efficiency through the Fast Track to R&D for spontaneous involvement in a software issue or very complex troubleshooting
- Ultimate learning benefit with regular knowledge transfers between the ALE TEC and the Customer's IT engineers
- Proactive planning with review of changes to reduce likelihood of issues during changes

For Network solutions, the customer benefits from a direct access to an ALE dedicated engineer who manages incidents and transfer knowledge



COMMON USES CASES addressed by pre-packed solutions

Use cases around Multimedia Business Contact, Cost control/Access control, Emergency Services, PBX management, Welcome Management and IoT Hub.

Each Blueprint includes a set of user services, solution architecture, with pre-defined process, application framework and last miles adaptation assistance package.

Benefit from already existing use cases, to focus on the last mile customization. Introduce user services for new usages. Improve your customers' experience



API DEVELOPMENT COACHING

Provide information about the SDK, API and the solution prerequisites

- Clarify use case and customer context
- Technical guidance, coaching
- Source codes samples
- Remote development support

API coaching to enable developers to create new apps and integrate communications into existing core business apps :

- Make developers autonomous
- Confirm feasibility of use cases
- Coaching leads to best practices

Develop and integrate communications into your business applications.
Developers use APIs and ALE's support to build applications easier and faster.



HOW TO ORDER?

On
Quote

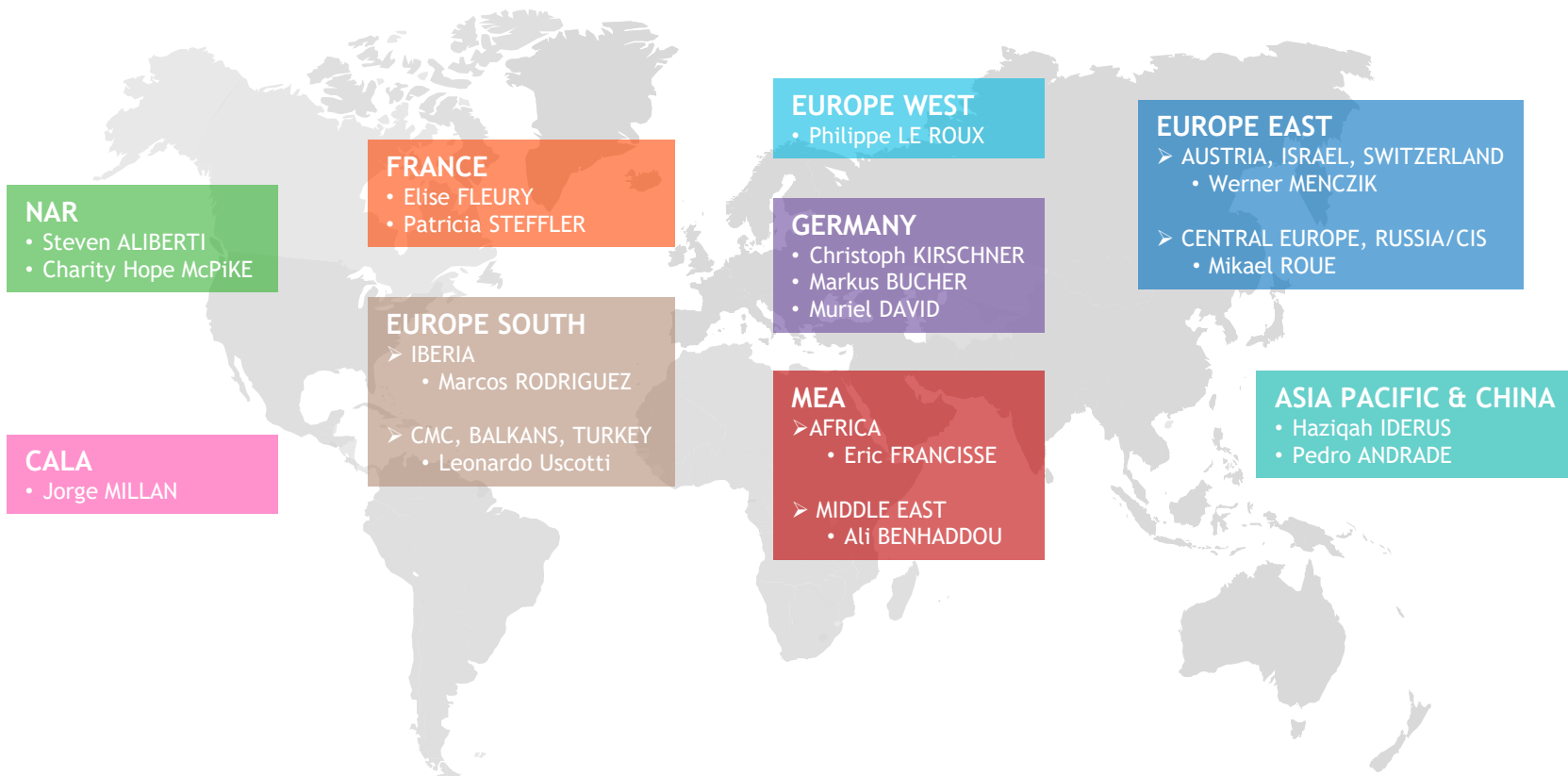
Managed Services on Quote

*These services are
subject to a quotation as
there are depending on
the projects' scope.*

DETAILED STEPS

1. Alcatel-Lucent Enterprise recommends that before requesting this service from Managed Services, the qualification of End User needs be performed by a pre-sales advisor from the Business Partner, local or central Alcatel-Lucent Enterprise team.
2. Fill in the form on the ALE Business Portal to manage and follow-up your requests, online and from end-to-end!
3. We strongly recommend to fill in all of the form's fields to speed up the processing of your request and thus limiting additional exchanges of requests for more information.
4. When all information is received, the Services Proposal Management will then provide a Service offer with technical and financial proposal that will be attached to the initial request form and that will need to be signed for validation.

YOUR SERVICES INTERFACES FOR YOUR BUSINESS REQUESTS



C O N T A C T U S



WEBSITE

www.al-enterprise.com

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