

# SERVICES

## VALUE PROPOSITION

# WHY ALE SERVICES?

Vendor Services complementing our Business Partners during projects lifecycles



- Best expertise on ALE products & solutions
- End-to-end offer to cover all needs
- Vendor Assurance to de-risk projects
- Innovation and customisation capabilities
- Industry ecosystems validation & support
- Agile methodology
- Recognised by the Industry



# SERVICES VALUE PROPOSITION

Alcatel-Lucent Enterprise provides a comprehensive end-to-end service offering, to support enterprises through their digital transformation.



Advise and secure technology transitions and Cloud migrations



Maximise adoption, productivity and Return on Investment (ROI)



Tailored solutions to capitalise on use cases and business benefits

## Foundation Services

*Professional Services*

*Training Services*

*Managed Services*

*Support Services*

*Customisation Services*

# TRANSFORMATION JOURNEY

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Advise and secure  
technology transitions and  
Cloud migrations

Move from ideas to reality with agility and confidence



## Consulting Services

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



## Implementation Services

Implement the plan, validate  
and integrate the latest  
technologies

# OPTIMISATION & ADOPTION



Maximise adoption, productivity and Return on Investment (ROI)

Synergy and proximity to maximize solutions usage and Customer value



## Optimisation Services

Optimise ROI focusing on security, performance, operational efficiency and evolution



## Adoption Services

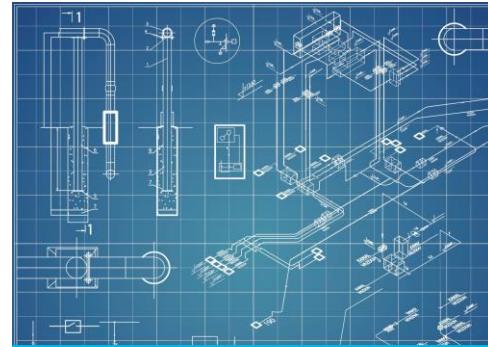
Align technology with business needs and shorten ramp time

# INDUSTRIES & CUSTOMISATION



Capitalise on use cases and business benefits

Enhance user experience leveraging pre-defined and customized use cases and industry blueprints



## 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

# FOUNDATION SERVICES

End-to-end services, available either off the shelf or tailored to specific needs, delivered on premise or remotely

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# PROFESSIONAL SERVICES



Professional Services are by your side along your Digital Transformation, from project management and design definition to an optimal implementation.

- ▶ **Design, audit:** Get the vendor guidance and approval of your solution design
- ▶ **Integration, deployment:** Highly skilled resources provide you with peace of mind for your deployment projects
- ▶ **Project Management:** Control risks, costs and quality through a planned deployment process and dedicated expertise
- ▶ **Assistance:** On-site and remote support from our experts, adding their value to your operations environment
- ▶ **Technical Account Management:** Benefit from established business/technical advisory methodologies and know how to align deployed solutions with your expectations
- ▶ **Predefined Services packs:** We secure your projects, at your side to install our applications or new products while coaching your team to develop skills

# TRAINING SERVICES



Training services help you ramp-up your skills, adopt new technology and become autonomous on your digital transformation journey.

- ▶ **Partner training:** Provide Partners with the tools to deliver the highest level of customer support
- ▶ **Certification:** Competencies recognition and a qualified guarantee to sell, design and install ALE solutions
- ▶ **Administrator training:** Maximise products use and enable autonomous operation
- ▶ **Blended learning solution:** eBooks, online, classrooms and virtual training sessions, let you reduced training time, save on travel expenses, and maximise your knowledge at a lower costs
- ▶ **Customised training:** Create training objectives and content to meet specific needs
- ▶ **Dedicated session:** Maximise skill acquisition and focus content to your business priorities
- ▶ **Onsite training:** Combine privacy, flexibility, teamwork and cost savings

# MANAGED SERVICES



Managed Services extend Business Partners' offer with flexible services options to deliver a connected customer experience.

- ▶ 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.
- ▶ ALE Managed Services ensure seamless solution management by assuming responsibility for the management of simple or complex customer infrastructure operations. ALE can monitor the solutions to ensure improved user experience and increased adoption.
- ▶ ALE Managed Services are flexible. They can be delivered based on the duration of a customer contract, or based on a temporary period, and they can cover from essential delivery, to advanced, full-featured operations.
- ▶ ALE Managed Services cover Communications, Network, Cloud, Hybrid and on-premises solutions. Services may be extended to non-ALE customer ecosystems when appropriate.
- ▶ ALE Managed services are available as a six month, annual or multi-year subscription providing remote Managed Services. This offers the flexibility of using the service across the project portfolio and lets you handle small to large projects.
- ▶ 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.

# SUPPORT SERVICES



Maintain your business continuity with 24/7 support services to sustain your operations and production with Alcatel-Lucent Enterprise support services

- ▶ Access hardware and software support for your communications and network solutions
- ▶ Get replacement of faulty hardware and get assistance via remote diagnosis
- ▶ Entitle your IT personnel to contact ALE directly and offer them 24/7 access to ALE Technical support with possibility to submit service issues, access ALE's support portal for documentation, firmware and known issues solutions
- ▶ Benefit from fast issues resolving thanks to our system of 4 severity level scale of issues

# CUSTOMISATION SERVICES



Customisation Services ease your Digital Transformation by coaching your team to develop the specific application you need or even develop it totally

## Specific developments to meet your needs

- ▶ From your requirements, we study, plan and design the architecture, maintenance, roll-out and business impact with the better technical solution to optimize return on investment
- ▶ Our worldwide team of developers, technical referents and GUI/IHM designer, will design, develop, test, deploy and ensure the support and maintenance (SAS)
- ▶ ALE developers use agile methodology, known as Scrum, to put the customer at the heart of the process with regular sprints delivery and reviews
- ▶ Solutions can be deployed on premise, on hybrid or full Cloud according to your needs
- ▶ We also provide **full-featured applications** to turn communications into a truly collaborative experience

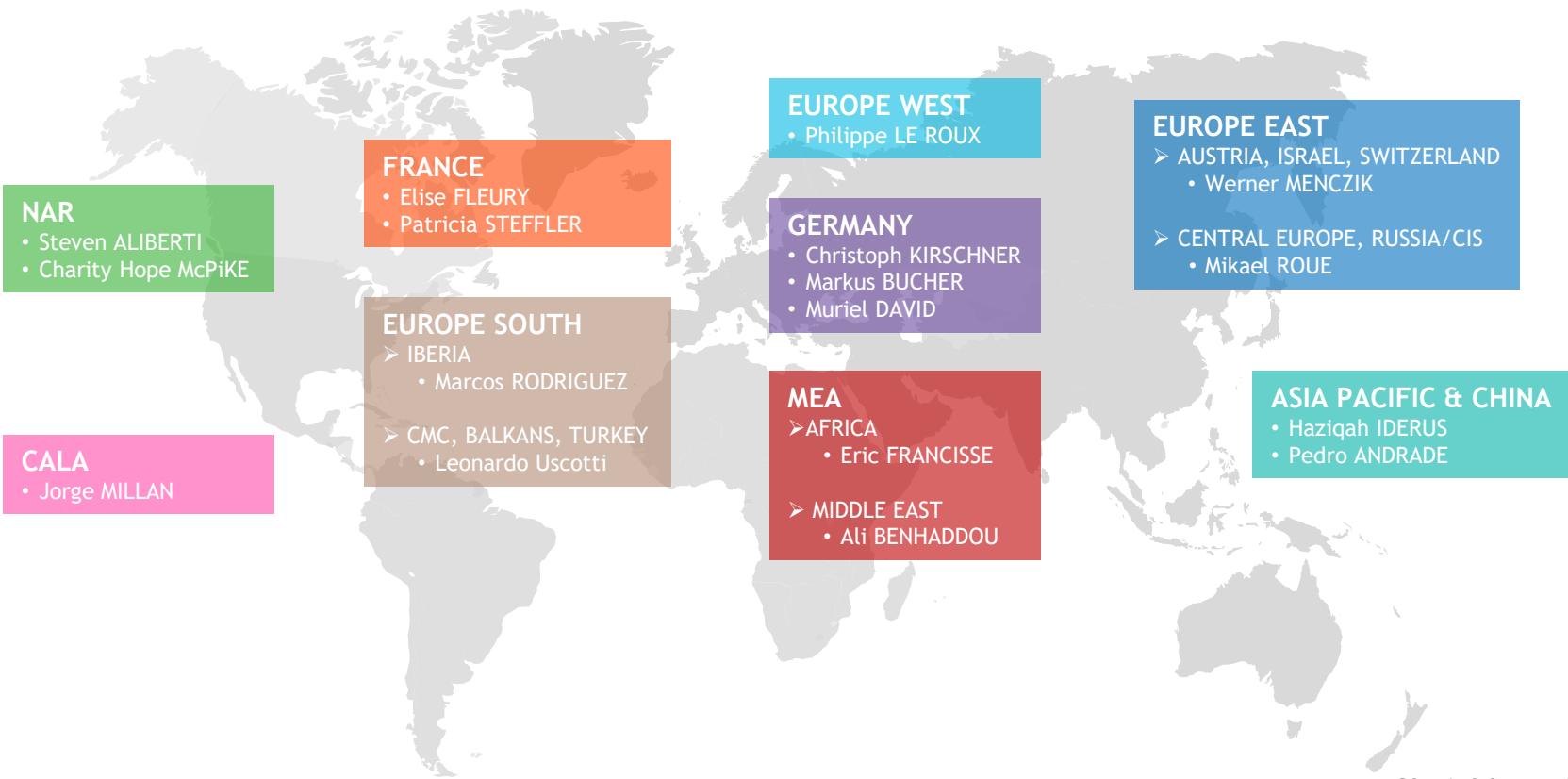
## **Coaching to assist you during your first developments**

- ▶ We will work hand-in-hand with your developers to mitigate risks on your first in-house development
- ▶ We assist you with implementation and provide ongoing maintenance and applications management to optimize return on investment
- ▶ You benefit from a know-how transfer which will grow your solution performance while raising your team's skills

# YOUR SERVICES INTERFACES FOR YOUR BUSINESS REQUESTS

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July 21



# CONTACT US



## WEBSITE

[www.al-enterprise.com](http://www.al-enterprise.com)

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