



ALCATEL-LUCENT SOLUTION PREMIER SERVICE

Protecting, maintaining and evolving
your communications solution

.....
AT THE SPEED OF IDEAS™

Alcatel·Lucent 
Enterprise

GET THE MOST FROM YOUR COMMUNICATIONS INFRASTRUCTURE

Your business relies on complex technology infrastructures to deliver everything from voice and e-mail applications to business analytics and customer relationship services. If your network goes down or an application stops performing, productivity comes grinding to a halt. When an outage occurs, you want the issue to be addressed as quickly and efficiently as possible to minimize losses and get back to work.

OPTIMIZE PERFORMANCE, PREPARE FOR INNOVATION

The best way to maximize your communication infrastructure's performance and avoid security and stability issues is to ensure it is regularly maintained and always running the latest software. When your communications infrastructure is working with the most up-to-date releases, it has the added benefit of allowing you to add innovative new services or applications more easily - ones that can increase the productivity of your business as your needs change.



DO MORE WITH LESS

The Alcatel-Lucent Solution Premier Service is a single, comprehensive support agreement delivered through our global network of Partners that gives you peace of mind. It provides your Partner with unlimited access to the latest technology, and the best solution expertise and experience, anytime, anywhere. In this era of shrinking resources and budgets, it allows you to ensure your communication infrastructure always provides consistent performance and availability with predictable costs that can be budgeted as operating expenditures (OPEX).

How can insufficient support affect your organization?

- Time is spent supporting infrastructure instead of business objectives.
- Costs related to solution failure, downtime and network incidents are unpredictable, making budgeting difficult.
- Infrastructure may become vulnerable to attack due to inconsistent patch management.
- The system suffers from instability and unavailability because it is running old software or firmware releases.
- Global support is delivered inconsistently due to challenges managing a multi-vendor, multi-location and multi-system network.



* WITH COMMITTED RESPONSE AND RESOLUTION TIME TO OUR PARTNERS

Protect your systems and applications with Alcatel-Lucent Solution Premier Service

The Alcatel-Lucent SPS provides complete protection and evolution for your Alcatel-Lucent OpenTouch™ Suite for MLE systems and applications. It delivers essential software maintenance and the latest upgrades to make certain everything is running at peak efficiency and capacity. Any problems are diagnosed and corrected under best-in-class SLAs with your Partner, which ensure that a consistent and appropriate level of service is delivered anytime, anywhere.

AROUND-THE-CLOCK PROTECTION AND SOLUTION EVOLUTION FROM OUR PARTNERS

- Comprehensive support from Partners, backed by state-of-the-art technical expertise from the Alcatel-Lucent Technical Assistance Centers (TACs) and Technical Expertise Centers (TECs).
- Rapid problem diagnosis and correction services, which Alcatel-Lucent provides under best-in-class SLAs, response and resolution time to Partners.
- Partner notification of software patches and maintenance releases.
- Immediate access to all major product enhancements and minor software releases.
- Partners are fully backed around-the-clock by unlimited access to Alcatel-Lucent Level 3 support – under strict SLAs – and complete access to the Alcatel-Lucent documentation, incidents knowledge base.



Secure comprehensive coverage with predictable costs

With SPS, your Alcatel-Lucent Communications system and applications are covered under one contract and with one payment, reducing your administrative burden.

An SPS contract ensures you have fixed OPEX through predictable annual fees for upgrades and support. It provides stable pricing for multiple years with set contract renewal costs. And it can deliver double-digit savings on software upgrade costs.

In addition, by turning software evolution capital expenditures (CAPEX) into predictable OPEX, costs are amortized over the life of the Communications solution.

LEVERAGE OUR GLOBAL NETWORK OF PARTNERS

Alcatel-Lucent SPS is delivered through our global Partner community: more than 2,200 resellers and system integrators in 130 countries. All Partners undergo comprehensive, multidisciplinary training and certification to ensure they are experts at selling, deploying and supporting Alcatel-Lucent Enterprise solutions.

With an SPS contract, your Partner has unlimited access to the best product resources, deep vendor expertise and world-class Alcatel-Lucent Technical Support best practices and experience, backed by best-in-class SLAs to ensure a rapid and appropriate response.

As a result, Partners managing SPS-protected networks can offer:

- Deep knowledge of installed Alcatel-Lucent systems and applications.
- Rapid diagnosis and resolution of critical problems.
- Immediate upgrades, updates and patches at no additional cost.
- Prompt, incident-based support.
- Additional technical support when necessary, backed by the Alcatel-Lucent experts.



World-class support and services from our Business Partners

Best-in-class service levels and excellent satisfaction rates:

- A support contract ensures service is provided to your Partner from Alcatel-Lucent according to strict SLAs.
- Alcatel-Lucent Partner satisfaction rated as excellent in 2011, between 90% and 95%.
- All Partners commit to service delivery capabilities (Welcome Center availability, initial response, incident tracking) and service levels through the Alcatel-Lucent Enterprise Distributorship Agreement. More information on these service levels is available from your Partners. Alcatel-Lucent is responsible for verifying these capabilities are maintained.
- ISO 9001 certified.

BACKED BY ALCATEL-LUCENT LOCAL ASSISTANCE, TOP SOLUTION EXPERTISE AND SOLID INFRASTRUCTURE:

- Local Alcatel-Lucent field engineers and service delivery managers are available around the clock to your Business Partners to ensure they can access support regardless of time or location.
- Alcatel-Lucent Technical Support and Professional Services experts work closely with your Partner to ensure network or solution incidents and complex projects are handled in a timely manner.
- 16 Technical Assistance and Technical Expertise Centers in Europe, the Americas and in Asia-Pacific.
- 10,000m² of testing lab facilities.

Benefits of Alcatel-Lucent Solution Premier Service

Through adaptive, corrective, preventive and perfective maintenance, the Alcatel-Lucent SPS helps organizations:

IMPROVE COMMUNICATIONS SOLUTION AVAILABILITY

- Reduce the frequency and duration of solution failures through rapid issue identification.
- Minimize software downtime through controlled maintenance.
- Reduce the deterioration of a solution over its lifetime through continuous maintenance.

INCREASE PRODUCTIVITY TODAY, PREPARE FOR FUTURE EVOLUTION

- Improve application stability and performance by keeping solutions up-to-date with the latest technology.
- Continuously improve the solution through prompt access to upgrades at no additional charge.
- Easily adopt new features, applications or services by keeping networks up-to-date.

PREDICT COSTS

- Make maintenance and evolution costs predictable by adopting an OPEX model.
- Eliminate costly one-time interventions – charged per incident – with an annual support fee.
- Reduce loss related to solution failure or repair.

PROTECT INDUSTRY REPUTATION AND CUSTOMER RELATIONS

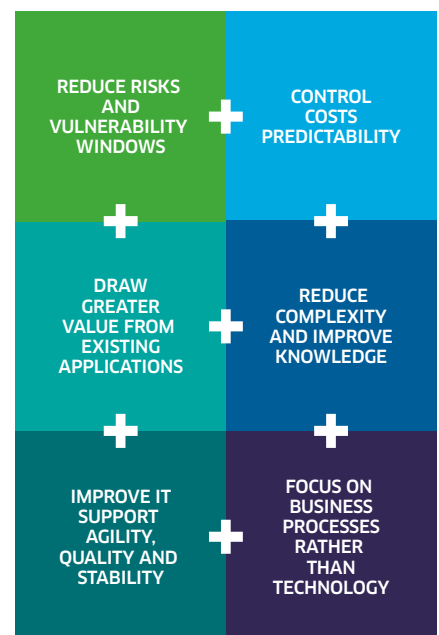
- Through continuous service availability.

FOCUS ON BUSINESS, NOT TECHNOLOGY

- Focus on supporting business processes instead of technology.
- Focus on strategic innovation initiatives, rather than maintenance.

GET MORE FROM YOUR SOLUTIONS

The Alcatel-Lucent Solution Premier Service makes it easier for you to maintain the stability and performance of your solutions. With continuous maintenance and prompt upgrades, it helps to ensure the networks and applications you depend on to conduct business are operating at their best. If an outage occurs, it guarantees your Partners have the resources they need to identify and solve the issue with minimum downtime. It makes sure your network can add features and functionality as your needs evolve. And it allows you to predict your costs and reduce your administrative budget.



MORE ABOUT ALCATEL-LUCENT ENTERPRISE SERVICES

With its comprehensive services offering, Alcatel-Lucent helps enterprises benefit from a secure, high-performing communications infrastructure throughout its life cycle. Our global Partner ecosystem and proven project management methodologies ensure local service and best-in-class service delivery.

HOW TO ORDER

Contact your local Business Partner to obtain Solution Premier Service from Alcatel-Lucent.

Find a Partner via the Partner locator:

<http://www.partnerlocator.alcatel-lucent.com>

Or use the following links:

EMEA | APAC | CALA | US/CANADA