



# ALCATEL-LUCENT IP TELEPHONY SOFTWARE SUPPORT SERVICES

Optimizing application and  
system performance for  
dynamic communications  
and business continuity

.....  
AT THE SPEED OF IDEAS™

Alcatel·Lucent  
Enterprise



To stay competitive in today's business environment, your IP telephony applications and systems must keep pace with your business objectives. But your IT spending must remain under control. With Alcatel-Lucent IP Telephony Software Support Services, you gain all of the expertise and tools needed for continuously high application and system performance at contained costs. Your days of unpredictable and variable costs for these critical resources will end. And your business will be better positioned to maintain the dynamic communications needed for business continuity.

## KEEPING APPLICATION AND SYSTEM PERFORMANCE AT THE SPEED OF YOUR BUSINESS

IP telephony applications and systems are critical to your daily operations. Their performance is directly related to your ability to deliver high-quality customer service, communicate with your business partners and ensure effective and efficient teamwork within your organization.

Alcatel-Lucent IP Telephony Software Support Services help you avoid business disruptions and make the most of your IP telephony networks – without additional technology investments. Single annual payments and fixed operating expenditures (OPEX) for upgrades keep IT costs predictable and manageable.

### **GLOBAL PROXIMITY: ALWAYS AT YOUR SIDE**

Your business partner backed by Alcatel-Lucent's experienced global support organization assists you wherever you are, whenever you need it.

### **SIMPLICITY: ONE CONTRACT, ONE PAYMENT**

Through a single contract and a single payment, your Alcatel-Lucent IP telephony applications and systems are covered for a period of 1 to 5 years, with flexible renewals.

### **FLEXIBILITY: CHOOSE THE BEST FIT FOR YOUR ORGANIZATION**

Choose the support level – for maintenance, software evolution and renewals – that best suits your organization and extend it as needed.



## SOFTWARE SUPPORT SERVICES OFFERING AT A GLANCE

Alcatel-Lucent IP Telephony Software Support Services include essential software maintenance as well as proactive software upgrades. Service level agreements (SLAs) establish a consistent and appropriate level of service delivered anytime, anywhere.

- Software Maintenance Service (*SMS*) includes access to:
  - problem diagnosis services
  - software patches and maintenance releases
  - 24x7x365 remote technical assistance in four languages
- Software Evolution Service (*SES*) extends the SMS offering to include immediate access to all major product enhancements and minor software releases. With SES, your IP telephony applications and systems continuously evolve in line with Alcatel-Lucent product releases to maintain system stability.

In addition, the Alcatel-Lucent online resource library and the **Technical Knowledge Center** puts our extensive technical resources at your Business Partner's fingertips when they are most needed.



## SOFTWARE MAINTENANCE SERVICE (SMS)

SMS ensures you always have access to the full resources of Alcatel-Lucent for support of your IP telephony applications and systems. Your Business Partner will be backed by the full resources of Alcatel-Lucent. With both vendor and manufacturer behind you, your business benefits from the breadth and depth of support that only a highly experienced, global team of experts can deliver. A simple contract, SMS covers your Alcatel-Lucent IP telephony applications and systems for 12 months with the opportunity to upgrade or extend the contract at any time.

### YOUR SMS BENEFITS

#### **Around-the-clock access to technical expertise**

- + All support is provided according to clearly defined service levels for response time and resolution time
- + Comprehensive support from Business Partners, backed 24x7x365 by state-of-the-art technical expertise from the Alcatel-Lucent Technical Assistance Centers (TAC s) and Technical Expertise Centers (TEC s)

#### **Comprehensive coverage through a single contract**

- + All Alcatel-Lucent IP telephony applications and systems are covered under one contract and with one payment

#### **Better control of IT budgets**

- + A support contract allows you to amortize the cost of support services across the life cycle of your IP telephony applications and systems and avoid unplanned support expenses

#### **Flexible support levels to meeting changing needs**

- + Choose the support level that best fits your organization's needs. If you want to extend continuous maintenance to include dynamic software evolution to keep your system up-to-date, you can upgrade from SMS to SES at any time



## SOFTWARE EVOLUTION SERVICE (SES)

An extension of SMS, SES includes all of the business value and benefits of a SMS contract. In addition, it provides immediate access to all product evolutions available software releases as well as architectural and security improvements to ensure optimal operation of business-critical IP telephony applications and systems. Access to product evolutions and newly launched features as soon as they are available help you stay at the forefront of technology evolution while making the most of your installed IP telephony product base.

Please request access to the latest upgrades from your Business Partners.

### MARKET-LEADING CUSTOMER SATISFACTION RATES FOR TECHNICAL SUPPORT

Alcatel-Lucent technical support backed by our partners' teams includes more than 15,000 consultants and field experts who are trained in specific Alcatel-Lucent products and solutions as well as leading communications technologies, such as IP telephony, data networks, applications and security. Their extensive technology and product experience – 15 years is the individual average – is backed by the Alcatel-Lucent Bell Labs innovation powerhouse and the global Alcatel-Lucent research and development (R&D) team.

With more than 10,000 square meters of testing labs, comprehensive technical capabilities, proximity to enterprises around the globe and the ability to provide services in multiple languages, this team enjoyed a customer satisfaction rate that surpassed the market average in 2008.

### INCREASE SAVINGS WITH SES

An SES contract can save you an average of 25 percent on software upgrade costs. In addition, by turning software evolution capital expenditures (CAPEX) into predictable OPEX, costs are amortized across your IP telephony solution life cycle, saving up to 35 percent of the costs of unplanned upgrades. You enjoy:

- + An annual flat fee for upgrades and support
- + Amortized annual payments and fixed OPEX for upgrades
- + Stable pricing for the life of the system
- + A stable price guarantee for service contracts over several years



## AVAILABILITY AND ORDERING

Alcatel-Lucent IP Telephony Software Support Services are available globally for a wide range of Alcatel-Lucent products, including:

- Alcatel-Lucent OpenTouch™ Suite for MLE systems and applications.
- OmniPCX Enterprise is eligible for SMS and Alcatel-Lucent OpenTouch™ Suite for MLE systems and applications are eligible for SES

For a complete list, please contact your local Alcatel-Lucent business partner.

Alcatel-Lucent Enterprise Off-the-Shelf Applications, Customized Applications, and OmniPCX Record are covered under the Specific Application Support (SAS) for a quotation please contact [professional.services@alcatel-lucent.com](mailto:professional.services@alcatel-lucent.com)

# ALCATEL-LUCENT YOUR PARTNER FOR ENTERPRISE SERVICES

With its comprehensive services offering, Alcatel-Lucent helps enterprises benefit from a secure, high-performing communications infrastructure throughout its life cycle. Our Professional Services experts develop and implement end-to-end solutions aligned with your business objectives. And our Managed and Support services ensure your network runs smoothly and enhances your performance. Our global partner ecosystem and proven project management methodologies ensure local service and best-in-class service delivery. Figure 1 summarizes the Alcatel-Lucent Enterprise Services offerings.



**Figure 1.** Alcatel-Lucent is your partner for comprehensive Enterprise Services



