

ALCATEL-LUCENT VITALSUITE PERFORMANCE MANAGEMENT SOFTWARE PREMIER SERVICE

HELPING IT PROFESSIONALS OPTIMIZE NETWORK MAINTENANCE

In today's competitive marketplace, IT professionals are facing growing demands to manage increasingly complex networks. IT managers are looking for ways to reduce the time and expense of performing routine maintenance tasks so that their valuable IT resources can focus on optimizing network and application performance.

With the Alcatel-Lucent Premier Service for VitalSuite® Performance Management software, Alcatel-Lucent Professional Services teams take responsibility for time-consuming tasks such as software installation, initial configuration, server maintenance, problem diagnosis and software updates. The Premier Service is available for all VitalSuite Performance Management software products as an enhancement to the Support and Subscription Service.



THE SERVICE DEFINED

The VitalSuite® Performance Management Software Premier Service helps IT maintenance staff to manage daily activities by providing a comprehensive range of capabilities:

- **Architecture and deployment:** Hardware server architecture, sizing and deployment services to ensure optimal product function
- **Integration, configuration and training**
 - Software integration, including operating system, database, utilities and all VitalSuite software products
 - Sophisticated alarm and notification configuration so engineers can be proactive in identifying potential problem areas prior to system outage
 - Quick-start training and data interpretation that enables customers to be productive on day one
- **Routine maintenance**
 - Quarterly health checks and maintenance to review operation and performance
 - Check-up reports that include technical recommendations and system status snapshots
 - Partnering with the customer to communicate enhancement requests to product and support teams

Alcatel-Lucent offers two levels of the Premier Service, based on customer needs:

- **Premier Plus Service:** A complete package that includes Alcatel-Lucent supplied hardware, server operating systems, software tools and their maintenance and licensing agreements, and no-hassle support
- **Premier Service:** Allows for customers to provide the hardware, server operating systems, software tools and their maintenance and licensing agreements

Additional Professional Services include architecture consulting, product training, and Alcatel-Lucent MIBWorks and Transact Toolkit custom development.

WIN-WIN

The VitalSuite Performance Management Software Premier Service helps IT maintenance staff by managing daily tasks. Alcatel-Lucent Premier Service engineers provide comprehensive architecture and deployment; integration, configuration and training; and routine maintenance support. The results are decreased risks, lower costs, and the increased availability of IT resources to focus on optimizing their networks.

Table 1. Value proposition of the Alcatel-Lucent VitalSuite Performance Management Premier Service

Staged and verified solution: Secure, tested design of the solution implementation prior to delivery, helping to decrease the risks associated with implementation projects

Increased customer focus: Performance management system integration so customers can focus resources on other business areas

Reduced expenses: Lower costs for recruiting, training and retaining skilled engineers and technicians

On-site software and hardware maintenance: On-site installation, upgrades and troubleshooting of hardware/software problems at the customer's data center, reducing customer travel expenses and resource demands



PARTNER WITH ALCATEL-LUCENT

The long-trusted partner of service providers, enterprises, strategic industries and governments around the world, Alcatel-Lucent is a leader in mobile, fixed, IP and optics technologies and a pioneer in applications and services. Alcatel-Lucent Professional Services experts are dedicated to developing, deploying, optimizing, operating, maintaining and managing global multivendor networks. Alcatel-Lucent includes Bell Labs, one of the world's foremost centers of research and innovation in communications technology.

Find out more about how the Alcatel-Lucent VitalSuite Performance Management Software Premier Service can transform IT maintenance. Contact your Alcatel-Lucent account representative or visit:

<http://enterprise.alcatel-lucent.com/?product=VitalSuite&page=overview>