



Service Sheet

Alcatel-Lucent Enterprise Proactive Engineering Resource service

Subscription Professional Services for
UC&C and Enterprise Networks

PROACTIVE ENGINEERING RESOURCE SERVICE OVERVIEW

Enterprise network and communication solutions are under increasing pressure to deliver more value to the business. At the same time, IT budgets are shrinking. This results in fewer in-house employees who know how to optimize, operate, and maintain the UC&C and network solutions to achieve optimal value for the business. Further complicating things is not knowing when or what projects may arise during the year or what resources will be required to execute these projects.

The Alcatel-Lucent Enterprise Proactive Engineering Resource (PER) service provides a flexible solution to this challenge. Using our online ordering tool you can purchase an annual subscription granting the availability of Professional Services either onsite or remotely, for a predefined workload. The scope of the project does not need to be defined at the time of purchase, providing you flexibility as to when you use the service for the project of your choosing, whatever the solution technology.

THE PROACTIVE ENGINEERING RESOURCE SERVICE ADDS VALUE

Turning the customer solution into a competitive advantage requires skilled resources and often requires unscheduled projects after annual budgets have been set. By purchasing the Proactive Engineering Resource service, you are assured of an enhanced staff that includes Alcatel-Lucent Enterprise experts over the following twelve months. You have the flexibility to define the scope of work at the time you determine a specific need and can choose from a full set of best-in-class service offerings from Alcatel-Lucent Enterprise. The price is optimized since it is based on the workload volume instead of a per-project basis. With a PER service subscription, you are assured of having the appropriate expert and priority according to a service level agreement.

HOW IT WORKS

There are three PER subscription types:

- **SILVER**, which includes Professional Services not exceeding 5 work days
- **GOLD**, which includes Professional Services not exceeding 20 work days
- **PLATINIUM**, which includes Professional Services not exceeding 60 work days

These subscriptions are valid for a 12 month period. Depending on your business needs, the PER can be performed remotely or onsite. This gives you the flexibility to spread the service throughout the year and allows you to handle one large project or multiple smaller projects.

All standard Alcatel-Lucent Enterprise Professional Services offers can be delivered under the PER service level agreement:

- Communications solution design
- Network configuration audit
- Network consulting
- Low-level design
- Low level design validation
- LAN / WLAN health check
- Implementation and migration strategy
- Optimized upgrade LAN / WLAN
- Design validation and staging
- Solution deployment assistance
- Project management
- Technical account management

ORDERING INFORMATION

PART NUMBER	DESCRIPTION
PS-PER5-NETOS	Proactive Engineering Resource Silver Onsite Service for Network solutions. Workload not exceeding five (5) days to be used within a twelve (12) month period..
PS-PER20-NETOS	Proactive Engineering Resource Gold Onsite Service for Network solutions. Workload not exceeding twenty (20) days to be used within a twelve (12) month period.
PS-PER60-NETOS	Proactive Engineering Resource Platinum Onsite Service for Network solutions. Workload not exceeding sixty (60) days to be used within a twelve (12) month period.
PS-PER5-NETRMT	Proactive Engineering Resource Silver Remote Service for Network solutions. Five (5) days remote to be used within a twelve (12) month period.
PS-PER20-NETRMT	Proactive Engineering Resource Gold Remote Service for Network solutions. Workload not exceeding twenty (20) days to be used within a twelve (12) month period.
PS-PER60-NETRMT	Proactive Engineering Resource Platinum Remote Service for Network solutions. Workload not exceeding sixty (60) days to be used within a twelve (12) month period.
PS-PER5-COMOS	Proactive Engineering Resource Silver Onsite Service for Communications solutions. Workload not exceeding five (5) days to be used within a twelve (12) month period.
PS-PER20-COMOS	Proactive Engineering Resource Gold Onsite Service for Communications solutions. Workload not exceeding twenty (20) days to be used within a twelve (12) month period.
PS-PER60-COMOS	Proactive Engineering Resource Platinum Onsite Service for Communications solutions. Workload not exceeding sixty (60) days to be used within a twelve (12) month period.
PS-PER5-COMRMT	Proactive Engineering Resource Silver Remote Service for Communications solutions. Workload not exceeding five (5) days to be used within a twelve (12) month period.
PS-PER20-COMRMT	Proactive Engineering Resource Gold Remote Service for Communications solutions. Workload not exceeding twenty (20) days to be used within a twelve (12) month period.
PS-PER60-COMRMT	Proactive Engineering Resource Platinum Remote Service for Communications solutions. Workload not exceeding sixty (60) days to be used within a twelve (12) month period.

WHO TO CONTACT FOR MORE INFORMATION

For further information about the Proactive Engineering Resource service, other services or terms and conditions, please contact your local Alcatel-Lucent Enterprise representative, your local Business Partner or send an email to professional.services@al-enterprise.com

You can also visit the [services page](#) to find additional information on our full suite of Professional Services.

enterprise.alcatel-lucent.com

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