

Sandvine Global Services

Leveraging Global Experience to Deliver Excellence

As the complexity of broadband networks increases, so too does the complexity of developing and deploying innovative solutions and new revenue-generating services. Sandvine is a leader in meeting this challenge through an extended global services organization that unites Solutions Architecture, Consulting Engineering, Project Management, Courseware Development and Training, and Support expertise. With the growth of new media applications, service providers have no shortage of options for new offerings, but may lack specific expertise in bringing concepts to fruition. Sandvine's Global Services team ensures that every critical stage of a solution rollout is managed by a dedicated team of specialists, beginning with collaborative solution design, through implementation, to post-delivery support and customer training.

Introducing Sandvine Global Services

The global services team at Sandvine was built on the principle that experts in various fields could be united with common cause to deliver superior value versus organizations that may not have the same depth of focused product knowledge and industry experience that Sandvine brings to bear. Since the company's inception, Sandvine has wholly focused on network policy control for broadband residential service providers, and the global services organization at Sandvine enables service providers to directly benefit from that focused experience and expertise.

Service providers have a strong ally in every undertaking, enabling them to capitalize on evolving market opportunities with confidence and meet the service demands of their customers. Working with the Sandvine team ensures that solutions will comprise innovative hardware, software, and services in a synergistic whole that enables business goals to be met, rapid time-to-market delivery, and problem-free performance.

Sandvine's Global Services team can provide:

- **Consulting:** assistance with all stages of solution planning and design, network assessments, and customized report generation
- **Customization:** systems integration and customization, including design, coding, and testing of policy, with pre-packaged services for common solutions such as Usage Management and Fairshare Traffic Management
- **Training:** 2- and 3-day courses on Sandvine products and solutions, delivered by a professional trainer on-site or at Sandvine
- **Deployment Project Management:** end-to-end process management for solution implementation, by a certified Project Manager.
- **Installation and Commissioning:** on-site installation of all Sandvine hardware/software and service commissioning
- **Support:** 24x7x365 support for the Sandvine solution, software upgrades, and comprehensive warranties

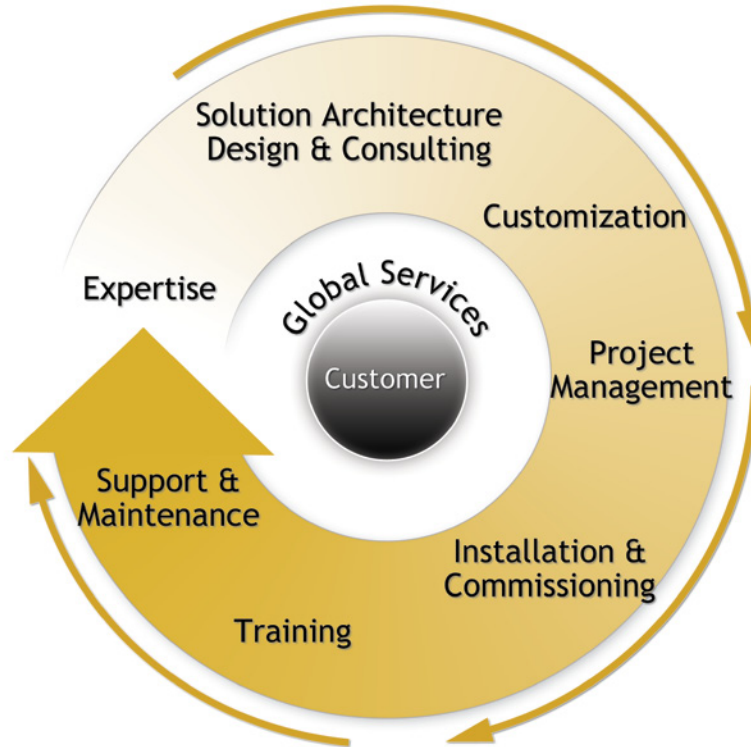
Sandvine Global Services Advantages

- Leverage proven solutions to avoid unforeseen problems
- Avoid "scope creep"
- Accelerate time to market by rapidly operationalizing business objectives
- Guarantee seamless support through the entire solution life-cycle
- Lower total cost of ownership through subject matter expert design, training, and support
- Choose cost-effective, agile, and targeted services that boutique integrators and global system integrators cannot provide



The Global Services Life Cycle

Service providers today have a unique opportunity to capitalize on consumers' hunger for new media services but the stakes are high, and the cost of pursuing an ill-conceived plan, or failing to properly manage a deployment, can be catastrophic. Over-engineering, under-engineering, or simply failing to fully assess an opportunity, can all lead to costly issues or damage to an established brand. To achieve their goals, service providers therefore turn to Sandvine Global Services for deployments of proven broadband network solutions that address current and future business needs.



Summary

The Sandvine Global Services organization was built on experience deploying solutions in over 70 countries, to become the most trusted name in end-to-end network policy control. Sandvine's Global Services team provides the vision, rigorous process, and execution to enable your cutting-edge broadband solutions.

- Create and launch new services - Sandvine Global Services will assess requirements and collaborate on an optimal design.
- Generate customized reports - Leverage the industry-leading Network Demographics Reporting solution to answer the questions and provide the insights that are relevant to your business.
- Leverage and extend installed Sandvine solutions - design, test, and deploy optimized, pre-integrated partner ecosystem solutions.
- Manage all phases of the project - Ensure all the variables and pitfalls of a multi-dependency rollout are understood and managed by a certified Professional Project Manager.
- Avoid delays in time-sensitive rollouts and optimize policy tuning
- Provide staff with practical, hands-on training with curricula designed to instill need-to-know proficiencies
- 24x7x365 Support and Maintenance - from an organization that approaches support from the perspective of customer advocacy, providing both contingency coverage for emergencies and expert assistance with upgrades and technology migrations