

Coriant® Assisted Operations Services

Extend the Capacity and Reach of Your In-house Team

SERVICE SPECIFICS

Coriant® Assisted Operations Services can be applied to a wide range of network operations, administration, and maintenance tasks. Provisioning (move, add, and change activity), network monitoring, first line maintenance, and Key Performance Indicator (KPI) monitoring and reporting are frequently requested Assisted Operations Services.

Assisted Operations Services are provided on a continuous basis for a defined term based on a mutually agreed scope of work and service level. Coriant is fully responsible for the resources (personnel, tools, procedures, etc.) required to attend to delivery within the agreed service level.

Assisted Operations Services can be the answer to many common challenges facing network operators, including:

- Improving compliance to end-customer or internal service level commitments
- Improving planning, budgeting, and control of reoccurring operational costs
- Increasing in-house resource focus on customer-facing work
- Reducing procedural errors through standardization of operational processes
- Improving network availability and performance through rigorous compliance to standards

To ensure we achieve your expected outcome, each Assisted Operations engagement includes:

- Definition of the scope for the Assisted Operations Services
- Documentation and agreement on all service level requirements and measurements
- Definition and design of system interfaces and portals
- Documentation of workflows and key contacts
- Definition and development of reporting packages

Work typically is performed at a Coriant defined location with secure remote access to the customer network and network management system (NMS) with regularly scheduled performance reviews conducted at your premises or through a remote conference utility.

TO PURCHASE

For more information about Coriant® Professional Services, please consult your local Coriant sales representative or regional sales office.

WHY CHOOSE CORIANT FOR ASSISTED OPERATIONS SERVICES?

- **Relieve** the burden of attracting, training, and retaining appropriately skilled talent
- **Leverage** the freedom to selectively outsource specific tasks related to network operations, administration, or maintenance
- **Address** challenges meeting internal or external service level expectations for completion of routine tasks
- **Improve** quality with rigorous attention to detail and measurement of results



These trademarks are owned by Coriant or its affiliates: Coriant®, Coriant CloudWave™, Coriant Dynamic Optical Cloud™, Coriant Groove™, Coriant Transcend™, mTera®, Nano™, and Pico™. Other trademarks are the property of their respective owners. Statements herein may contain projections regarding future products, features, or technology and resulting commercial or technical benefits, which may or may not occur. This publication does not constitute legal obligation to deliver any material, code, or functionality. This document does not modify or supplement any product specifications or warranties. Copyright © 2018 Coriant. All Rights Reserved. 74C.0184 Rev. A 01/18