1Net
Your Path for
Growth

ECI Global Services

Choosing the right partner for your migration to NGN – your requirements

- Seamless migration with minimal impact on services and network

- Pick and mix services to meet exact business needs

- Close liaison throughout with engineers who have global experience

- Support, guidance and training at every step of integration process

- Help with optimizing CAPEX and reducing OPEX

- Hand over every aspect that could distract us from core business activities

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Your Partner for Growth

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Your migration to NGN is probably the most important change that you are currently facing. It's essential that you find the right partner to support you through it, or even to manage your network if that suits your business best. That is why ECI Global Services Division (GSD) puts your business first.

Why ECI's Global Services are all about YOU

Because YOU control your costs

Because YOU choose which services best suit your business needs

Because YOU can ensure network availability at all times

ECI has the global experience to provide exactly what you require. All you have to do is tell us what your business needs really are...

About Global Services Division

ECI's Global Services Division (GSD) has a decade of experience in implementing, maintaining and optimizing our customers' networks in the way that best helps customers to achieve their business goals.

Our GSD Teams

You can rely on ECI's professional GSD teams to provide full network integrity and availability at all times, at any level of involvement, through operation and maintenance up to service management, leaving you free to focus on your core business. GSD teams consist of: project managers with years of experience in project management, from project design and implementation through on-going operational issues.Our project managers are your focal point within ECI and available at your disposal at all times.
Dynamic instructors with a thorough technical understanding and applied knowledge of network systems hardware and software.
Technical support engineers with wide telecommunications knowledge and experience to handle all your maintenance needs.

Wherever you are, whenever you need us

Wherever you are in the world, ECI's global resources are at your service, 24/7. GSD will assist you through any and all challenges of NGN transition, and help you implement new products and technologies seamlessly. Choose from a wide services portfolio, from planning and designing your network, implementation, operation and optimization of the network.

At-a-glance benefits of ECI Global Services

- An impartial partner fully responsive to your needs

- Efficient solutions help you meet, and exceed, your business goals

- Known throughout the market for creative and flexible solutions, ECI can fullfil your most complex requirements

- In-house best-of-breed solutions in cooperation with 3rd party partners

- Expert planning and installation from field engineers with vast worldwide experience in:

  - multi-technology and multi-vendor projects

  - complex network implementations

- Comprehensive training and support that minimizes your learning curve

- Best maintenance available anywhere includes:

  - remote diagnosis

  - resident engineer service

  - rigorous QC and first-class software update program

- Managed services to operate every aspect of your network, letting you concentrate on your core competencies

"ECI is quick to respond in case of failure. They are an open and transparent company."

Jagbir Singh, group CTO,
Bharti Infotel Limited

"ECI is Zhejiang Unicom's single most important strategic partner. the XDM® Multi- Service Transport Platforms give us the quality, stability, and reliability we require. ECI also gives us the strong customer support we demand."

Xia Ming, Vice General Manager, Zhejiang Unicom

ECI – Your Strategic Partner for Integrated Solutions and Turnkey Services

Throughout the world, new market entrants are creating revenue pressure for network operators, while clients are everywhere demanding next generation services. Migrating from legacy to NGN is now an absolute priority. But making the transition while minimizing the impact on services and network is not a simple task. Support and guidance are crucial through the difficult integration process, along with assistance in optimizing CAPEX and reducing OPEX. So, when selecting a partner, you need to choose wisely.

ECI brings you the assurance of a major player in the telecommunications market for over 40 years. As a provider of carrier-grade equipment and services, we are also your partner for IP transformation. We have global experience with varied and complex networks, helping you bridge any technologicla gaps, no matter what size.

Even more distinctive is that we are an impartial partner, not shackled to an end-to-end product portfolio. All our professional services are fully customized to your needs, and we provide you with any level of service and involvement necessary.

Full Service Portfolio from ECI Telecom – An Overview

Turnkey Projects & Integration Services

We take full end-to-end responsibility – starting at the definition phase via planning and design towards full implementation and final acceptance.

To ensure efficient project management, we provide you with comprehensive professional expertise in all technology and business aspects.

Scope of solutions and expertise	Project management offering
IMS and NGN integrated systems	Program management
Converged data networks	Business and services consultancy
Wireless/WiMAX backhaul	Network consultancy
Transport networks (Sonet/SDH/WDM and Carrier Ethernet)	Technology expertise
Information security package	Network architecture
Full access solutions over any media (f/o, copper, wireless access)	Full solution integration

Planning, Implementation, Operations, Maintenance and Management

Individual services to help you throughout your network lifecycle. Increase your capabilities through knowledge transfer from our experts, or let them manage activities so you can focus on your core business tasks.

Planning	Implementation	Operations, Maintenance and Management
Network design	On-site installation	Preventive maintenance
Site survey	Training services	RMA
Training for strategic planning	Civil works	**Technical support** On-demand on-site remote permanent on-site engineer
Project management		Spare parts management
Review and optimization		Software updates and upgrades

Full Service Portfolio from ECI Telecom – An Overview

Managed services at three levels of engagement enable you to:

- Bring business improvements (SLA)
- Reduce OPEX and CAPEX
- Gain access to technology resources and innovations
- Be ready for future technology developments with out flexible business model

Level 3: Governance

Service Management	Forums	Methods &Tools
Service delivery	Service performance reviews	Work process
Program management	Change management	Management infrastructure
SLA management		
Help Desk		

Level 2: Network Management

Operations	Provisioning	Optimization
Fault management	New customer service configuration	Network analysis
Fault alarm monitoring	Change request configuration	Resources & capacity availability
Fault resolution		Performance utilization
Preventive maintenance		Protection review
Security management		Optimization review

Level 1: Field and Planning Services

Maintenance	Implementation	Planning
On-site support	Installation	Network design
Spare parts management	Provisioning	Management systems design
	SW upgrades	

Project Management

Project Management

ECI's internationally experienced project managers successfully run even the most challenging projects within time, budget and technical constrains.

To ensure consistency and coordination, the project manager acts as your on-site consultant during design and implementation through all project life cycle, and supervises all logistical, technical and commercial aspects. This includes coordinating with internal departments and staff, including sales managers, product managers, field engineers, financial and purchasing personnel and more.

Planning Services

Network Analysis, Optimization and Design

The combination of an analysis tool and network experts offers the best package in the business for planning new network service implementations, optimizing existing performance and achieving new business goals.

Network Performance and Reliability

ECI designs, develops and maintains high performance, resilient network architectures, with an emphasis on quality of service, resource control methods and reliability.

Business Modelling

ECI models and evaluates service provider business and network economics, quantifying revenue opportunity, capital investments, operational expenses, and risk. Components of business modelling include:

- Network modelling, analysis, design and optimization
- Network management and operations
- Network performance and quality of service
- Network reliability and resiliency
- Business and economic modelling
- Process and systems engineering
- Resource management and control in ims-based next-generation networks

Site Survey

ECI experts visit your sites and issue a full recommendation document specifying your network needs, and offering cost-effective network recommendations for your local topology and geography.

Training Services for Strategic Planning

A unique training platform to help your team:

- Gain crucial market insights
- Anticipate changes in technologies and market behaviour

Implementation Services

On-Site Installation Services

Certified network engineers configure, connect and perform acceptance tests on your ECI equipment, ensuring timely and fully functional network deployment. Our full-service onsite installation lets your staff concentrate on your core business.

Training Courses

Teach your network planners, managers and technicians to run and service ECI platforms at maximum efficiency. Our customizable training program covers:

Hardware installation	Network management
Operation, maintenance & planning	Version upgrades

Dynamic instructors with a thorough and practice-based understanding of network system hardware and software provide frontal and hands-on training using:

- Up-to-date teaching techniques and equipment
- Detailed study guides and multimedia programs
- Management station emulators and real or simulated networks

Integration Services

When you require a fully - integrated turnkey solution, you can completely rely on ECI.
Our expertise encompasses all aspects of operator and service providers' technology, service and business requirements.

Operations, Maintenance and Management

Network Management Operations

Continuous end-to-end network management includes fault management, preventive and security procedures execution, and coordination with other operation parties. Offered as part of the ECI Managed Services package.

Remote Diagnosis

Fast, accurate troubleshooting and recovery since our Global Experts Center focuses on every technological and technical aspect of your network.

On-Site Services

When remote network access is not enough, ECI sends a fully qualified field service engineer to rectify the problem on site. Normally 8x5, this service can be extended to 24x7x365. On-site services are also provided as part of the ECI's Managed Services package.

"Having worked with ECI on the previous two NTDN expansions, we have great confidence in the equipment and solutions offered and its people. From the beginning, ECI has been an excellent partner, providing high quality service, constant support and timely solutions to fit our needs."

Henry Galingan, President and General Manager,
TelicPhil

Resident Engineer Service

ECI's resident engineer service offers you:

- 8x5 management system set-up, network commissioning and traffic provisioning
- On-time network configuration and fault management
- Technical consultation, problem isolation and troubleshooting, mentoring your technical staff to pass on crucial know-how

RMA (Return Material Authorization) Pre-Planned Hardware Repair

Our annual hardware repair program helps you reduce OPEX and allocate budgets. Logistics managers handle and track Global RMA, synchronized to your project schedule, and perform rigid quality control before returning repaired hardware to you.

Alternatively, to save you the cost of maintaining a spare parts inventory, our unique Advance Exchange service issues a replacement without waiting for the faulty item to arrive.

Spares Management Service

ECI can wholly manage your spare parts logistics. This comprehensive service, customized completely to your business goals and objectives includes:

- Continuous monitoring and automatic replenishment of parts
- Intelligent inventory management
- Replacement units shipped within 24 working hours of a request call
- Service available 24x7x365

"As a smaller ISP, many equipment vendors don't often provide the level of attention that we need. This was not the case with ECI. ECI's team was highly professional, giving us the attention we required and working hand in hand with us to design an advanced access solution that fit our needs...and they did so on a very aggressive timeline."

Pompiliu Tripa, President and CEO, Atlas Telecom

Preventive Maintenance

ECI's preventive maintenance and inspection service enables your network to maintain service around the clock, saving your business time and money. Network planning and optimization increases network availability and reduces traffic loss through:

- Traffic optimization
- Traffic protection
- Back office support

This service includes an experienced engineer visiting and inspecting each site to determine the status of an installation and perform a battery of preventive maintenance routines according to the product type procedure. Checks include:

- The level of network elements (NE)
- Management station HW performance
- Management/eNM Database
- The eMS database
- Network quality performance

Software Updates and Upgrades

To maintain its leading position as a technology supplier, ECI regularly enhances the software that drives the products in the network, continually optimizing hardware performance.

"We chose ECI as our primary network supplier based on its ability to combine end-to-end solutions plus managed services allowing us to focus on growing our business and serving our customers."

"We were looking for one vendor that would meet all of our requirements. There were many vendors to choose from but only ECI was able to guarantee the high level of service we demand in our operations."

Ras Lalmy, CEO of ST

Managed Services

The ECI Managed Services package offers a comprehensive program that fits our customer's operational and business needs, including products and services combined under an SLA. ECI offers implementation and maintenance services packaged as Governance, Network Management and Field and Planning Services.

Governance – all services required for ongoing management of delivery and communication, including:
- delivery management
- SLA management
- program management
- work processes
- joint forums

Network Management – services required for ongoing network management:
- Operations – fault management and resolution, preventive and security management
- Provisioning – managing and coordinating all activities required for new services provision or updating existing configurations
- Optimization – review and analysis of network performance and capacity

Field and Planning Services – complementary and supporting services for network management services including maintenance, implementation services and planning. Offered at three levels of engagement:
- Level 1: Out-tasking. Gain network-related skills and professional support for a specific service in a short time to market and minimal learning curve
- Level 2: Build-operate approach. Lower risks to new network transition via cost control and product expert access
- Level 3: Outsourcing. Allow yourself to focus more on the business by letting us manage day-to-day operation of networks and services

As a partner for managed services, ECI offers you:
- Strong capabilities: with expertise and skills in broadband access and transport networks
- A path to improve your delivery capabilities so you can deliver on time and on budget while maintaining a high service level
- A "boutique" rather than a "supermarket" offering
- Operational cost reduction and control over operations budgets

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1Net defines ECI's total focus on facilitating our customers' optimal transition to Next-Generation Networks, through the unique combination of innovative and multi-functional network equipment, fully integrated solutions and all-around services

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