

## Telcordia **Solution Delivery** **Implementation Services**

Achieve your business and technical goals by using Telcordia product experts to guide your implementation team and educate stakeholders.

### 001

Accelerate deployment with Telcordia best practices

### 002

Transform your business, not just your technology

### 003

Configure your solution to grow with your business

- ▶ Selecting a software solution is a significant step toward improving the way you do business. It is, however, a first step. No matter how carefully you investigated technology options, you will only achieve your business objectives if the solution is truly designed and configured for your business, integrated properly into your infrastructure, and introduced correctly to your staff. That's why we support every Telcordia implementation with our knowledge, experience, and people.

#### **ENTRUST YOUR PROJECT TO THOSE WHO KNOW OUR SOFTWARE BEST**

Telcordia creates systems that solve the most complex operational challenges, but our value to operators goes far deeper. Because we have deployed Telcordia products all over the world, we know that there are, literally, thousands of ways to deploy any solution. We also know how to identify the optimal configuration for your business, and how and when to educate your users, so your system will support you now, and withstand the business and technical changes you will make over time.

To provide this invaluable support, we assembled an Implementation Services team as part of our Solution Delivery offering. Whether your system is deployed by Telcordia, one of our global partners, your own staff, your preferred integrator, or any combination of these, the Telcordia team is ready to maximize the value of your solution by applying the knowledge we've gained over scores of implementations.

Take advantage of our acquired collateral materials, which include sample code, technology and equipment models, and similar solution designs, and allow us to apply our expertise throughout each stage of your system roll-out. Telcordia can drive each of the critical deliverables, or provide advice and guidance in their creation. The extent of our participation is up to you.



## STAGE 1: BUSINESS & TECHNICAL STRATEGY

Leveraging what we've learned through the pre-sale process, our specialists begin by reviewing your vision and objectives to insure that your investment is aligned with your technical and business expectations. By clearly defining and documenting all aspects of the project — priorities, technology, infrastructure, business requirements, end-goals, and user communities — we establish a baseline that will be used to checkpoint progress throughout the system deployment.

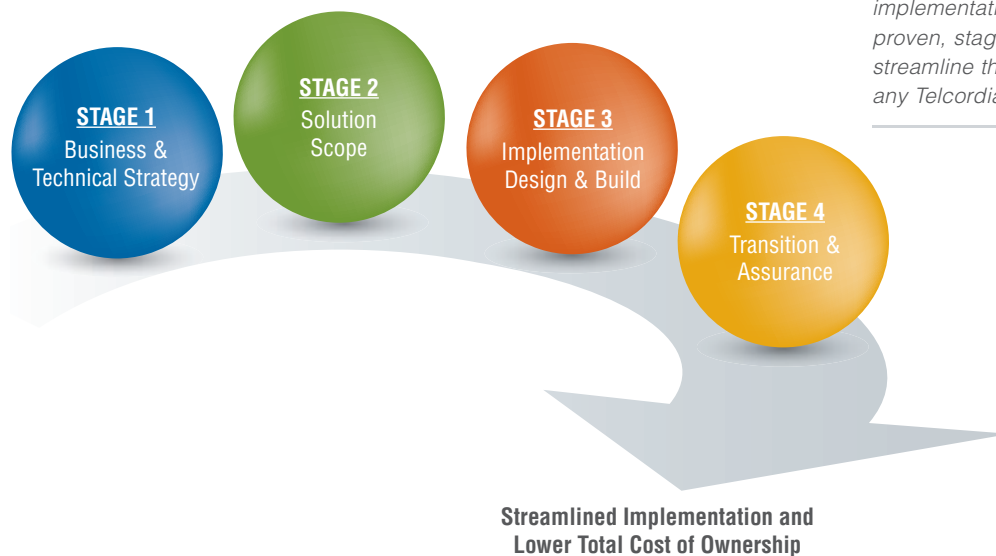
Activities in this stage include:

**Business Requirements** – By documenting your business drivers and expected benefits, including metrics to assess Return on Investment (ROI), we create benchmarks that will be used to measure success during each phase of the project.

**Technical Strategy** – By defining a high-level solution architecture, we make sure, from the start, that your technical vision will be realized through appropriate integration points, customization work, and configuration tasks.

**Implementation Approach** – By clearly establishing roles and responsibilities involved in program governance and technical support, we set down expectations of who will be responsible and accountable at every phase. Which internal resources will be required, when and for how long? What are the expectations of partners? What role does each play?

## Implementation Services Approach



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*Using Telcordia best practices, deep product knowledge, extensive implementation experience, and proven, staged approach, we can streamline the implementation of any Telcordia solution.*

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## STAGE 2: SOLUTION SCOPE

Each task along the implementation continuum — from environment planning (hardware sizing and backup planning) to customization and configuration, from usability engineering to user education, from data migration to test planning — requires a high-level project plan that sets out the scope and sequence of events.

Activities in this stage include:

**Solution Design** – By ranking impacted solution areas by technology, geography, or business process and from most-to-least in need of transformation, we divide the project into well-defined phases based on urgency and the need to create solid ROI up front.

**Education Plan** – By identifying end-users and system administrators who will require immediate and/or refresher training, we establish a plan for how training should coincide with implementation, setting the stage to systematically maximize business readiness and achieve business transformation success.

## STAGE 3: IMPLEMENTATION DESIGN & BUILD

Now is the time to transition from high-level concepts to detailed work plans by identifying names, dates, tasks, and time frames for implementation. We offer our expert advice to influence, direct, and/or review each key component, and apply best practices to each activity:

**Implementation Design** – By specifying detailed task line items and personnel required for each phase of implementation, we turn the Implementation Approach developed in Stage 1 into a detailed project plan. In this stage we clearly document the use of all resources — your company representatives, including those in program governance, Telcordia, and all third parties.

**Build Specifications** – By documenting the detailed configuration and customization plans, as well as product and solution test specifications, we verify that the Telcordia products are being optimally applied to your business objectives. Up front, we eliminate the need to write unnecessary code and confirm that the solution will scale and work well into the future.

**Business Transformation** – Delivering a software project is just one part of the picture. We use our skills and experience with all types and sizes of operators to integrate the new system into your operations. It is essential to specify comprehensive transformation work plans that will support each work center and its affected personnel.

## AT A GLANCE

- Our Implementation Services team helps to ensure that your Telcordia system delivers the success — both business results and employee buy-in — that you envision by:
- Validating your solution design
- Determining the optimal configuration for your environment
- Reviewing the roles and responsibilities required at every stage of deployment
- Mentoring all stakeholders with business and technical training.



#### STAGE 4: TRANSITION & ASSURANCE

As each phase gets underway, moving from design into live operation, we remain available to all stakeholders, helping with problem resolution and verifying successful cutover. Activities include:

**Go-Live Event Participation** – By holding review sessions during system testing and turn-up, we verify staff readiness and pave the way to minimize and correct problems as they occur.

**Comprehensive Education Program** – By conducting business and technical training at appropriate points in the process, we prepare everyone involved to carry out their responsibilities actively and expeditiously.

**Full Systems Review** – At the end of each phase, it is essential to document the process, key learning points, and appropriate technical and educational follow-up so that immediate next steps and subsequent phases can be optimally executed.

#### TAKE THE ADVANTAGE

You've worked hard to select the best possible solution to meet your demanding business objectives. Now you need to put the solution to work. Find out more about how we can apply the expertise we've gained worldwide in the deployment of your chosen Telcordia products. Working with you and your partners, we will maximize the return you realize on your software investment.

#### GET IT RIGHT

- With the expertise to solve the
- world's most complex
- communications challenges,
- Telcordia is known for helping its
- customers get it right so they can
- reap the greatest business benefits.
- Our Solution Delivery services
- are part of our broad offering of
- products and services designed to
- help you operate more efficiently,
- drive revenues, and deploy
- innovative new services.



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