

Telcordia Solution Delivery

Fostering an unparalleled approach to customer service by building project oversight, training, and support into every OSS engagement.

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Reduce the time and risks of implementation

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Maximize the business benefits of your solution

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Win employee support for change

► Information technology is designed to streamline, improve, enable, and economize. Yet our industry is full of stories about unmet expectations — systems that never delivered promised benefits, and operators who wasted time and money trying to integrate their people and operations with a new solution.

Unleashing the power of technology requires specialized planning and implementation. It requires a supplier who not only offers solutions that return real business benefits and cost savings, but one who also takes responsibility to be involved with implementation, business transitioning, and assurance of its products. It requires a refreshing vision of what a customer relationship should be.

DISCOVER PEACE OF MIND

The Telcordia Solution Delivery team was created to transform the software delivery experience. Its experts have experience in project management, telecom business operations, solution architecture, and business transitioning with our products. These are the skill-sets that are offered with every Telcordia solution, whether it is delivered by Telcordia, the operator, one of our certified implementation partners, or a combination. Providing both Implementation Services and Education Services, our organization can cut the time, cost, risk, and frustration of the deployment process, and help to ensure that your technology investment delivers on its promise to serve you today and adapt with you in the future.

IMAGINE FULLY-SUPPORTED IMPLEMENTATION

Our Implementation Services start with a business needs assessment that leads to a solution architecture, laying the foundation for how the solution will fit into your environment to address your business needs. Our experts, who have extensive industry experience, collaborate with you and any other implementation partners to understand your culture, operations, technical environment, and both short- and long-term business objectives.



Together, we design the solution to meet your business and technical requirements. Then we oversee implementation to verify that the solution is deployed in the most effective fashion, and, along the way, we continue to build a strong, trusted relationship with you to provide ongoing support.

It is all about true quality assurance — mobilizing our unique product knowledge and best-practices experience in the world's most complex network and operations environments to complete your project on time, on budget, with the fastest return on investment and lowest total cost of ownership.

RECOGNIZE THAT EDUCATION IS KEY TO YOUR SUCCESS

Education & Training Services for both implementation partners and operators form the other essential component of Solution Delivery, and are integral to our client engagement model.

For partners, we carefully evaluate their capabilities and fill any gaps in order to certify them as Telcordia implementation, customization, and configuration experts.

For our customers, engagements are not complete without a training needs analysis from which we design an education program to cover the solution — both product and new processes. Our approach includes ongoing mentoring, new staff training, refresher training, and, for some customers, train-the-trainer instruction. We are also engaging third-party providers around the world to help ensure that customers — wherever they are and whatever languages they speak — are educated to derive maximum benefits from our solutions.

BRING TELCORDIA THOUGHT LEADERSHIP INTO YOUR BUSINESS

Telcordia Solution Delivery is all about sharing the vast knowledge that we have gathered from many years of project delivery to help identify the key tasks at each stage of implementation. Our work is guided by an engagement model and a range of best practice materials and skills. Find out more about how we work with customers and partners to help make sure every Telcordia solution is designed and implemented to meet your business needs, today and in the future.

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.

AT A GLANCE

Telcordia Solution Delivery bridges the gap between information technology and its users by:

- Building a global community of Telcordia-certified implementation partners
- Orchestrating implementation plans that value our customers' time and money
- Teaming with customers and partners to verify solution compatibility with end-user environments
- Supporting users with tailored training, and mentoring them after deployment.

► "We were very pleased with how purposefully and precisely Telcordia deployed the system. It enabled us to start getting benefits from the first day of the launch."

Dirk Siegmann
02 Project Manager



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