

1Net
Your Path for
Growth

ECI Managed Services

A Complete Package for Partnership
and Sourcing Strategies



To support your business, ECI's Managed Services offers a wide range of sourcing strategies, including the bundling of products and services.

- Out-tasking will help you gain network-related skills and professional support for a specific service
- Build-Operate approach will reduce new network transition risk
- Full-outsourcing offering will allow you to focus on running your business



Your Partner for Growth

In today's competitive telecommunications market, where economic pressures constantly drive the need for service providers to focus on what they do best, there is a need to examine your sourcing strategy. To address these business challenges, several sourcing strategies have emerged, demanding that you choose the options to best suit your business needs.

Managed services at 3 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		
HelpDesk		

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	

ECI Managed Services offers a wide range of services to support the unique business needs of each service provider. Our program offers the full lifecycle of services – from planning to implementation to ongoing operations.

Our service portfolio includes:

- Network planning and design
- Deployment and implementation
- Integration and testing
- Ongoing network management (network operations)
- Field service & maintenance

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 3 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 capability: take advantage of ECI's high expertise and skills

A path to improve your delivery capabilities so you 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



1Net

1Net defines ECI's 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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