

Mitel Professional Services Catalog for Unified Communications and Collaboration

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SERVICES OVERVIEW

This document is an overview of Mitel Professional Services for our Unified Communication (UC) solutions in the Russia and CIS countries and ties customer and partner needs to a range of service delivery options.

The purpose of this document is to permit Mitel partner and sales teams to efficiently and accurately respond to each customer opportunity in a way that will satisfy customer needs and fit their budget. Responses can be composed of Mitel’s and partner’s service options in a Co-Delivery model.

Mitel Professional Services are designed to cover new UC solutions as well as more complex needs. To exemplify the services in this catalog, Mitel presents a number of customer stories that outline the customer challenges and exemplify the benefits of using Mitel for these services.

Mitel offers Professional Services for Unified Communications and Collaboration (UCC) technology, see Table 1. We offer a range of service options that are designed to complement our partners’ service delivery capabilities on a project-by-project basis.

Professional Services for UCC help Mitel’s Customers and partners solve their needs, from the standard implementations of Mitel products to their toughest technical challenges with their Mitel solutions, and clear the way for solution implementation, major upgrade or expansion, integrations, and/or network remediation. Wherever you have a solution with scale, complexity, advanced features, third-party integrations, SIP trunk service provider, legacy infrastructure, or uncertain/poor performance, Mitel offers architectural and engineering consulting, solution design, network assessment, advanced implementation, and options for advanced applications, integration, interoperabilities and mock-up deployments.

The next sections in this document expand each Service Type and describe the Service Options and benefits for UCC solutions.

Table 1: Customer/Partner Project Requirements by Stage

PROJECT PHASE	SERVICE TYPE	SERVICE OPTION
Discover & Design	1. Technical Consulting and Design	System Healthcheck
		Solution Architecture
		Solution Design
	2. Network Assessment	IP Communications Network Assessment
		Wireless Network Site Engineering
		Wireless Network Site Assessment
	3. Migration	MiVoice Upgrade
		Cloud Migration
	Develop & Deploy	4. Advanced Applications and Integrations
Third-party Integration		
Service Provider Interoperability		
5. Standard and advanced Implementation		Standard Configuration
		Advanced Configuration
		Implementation Technical Leader

Customer project requirements for any opportunity are grouped by Customer strategic need as shown in Table 2. These requirements can be translated into project stages and service areas as shown in Table 1. Here the sales team with the help of a Professional Services quote representative can select the Service Option(s) to satisfy Customer requirements.

Table 2: Customer Solution Requirements

CUSTOMER STRATEGIC NEED	CUSTOMER PROJECT REQUIREMENT (SAMPLE)
Modernize / Streamline Operations	<ul style="list-style-type: none"> • Assess data network for Voice/Video over IP • Migrate from Legacy Technology • Migrate to Cloud • Consolidate Infrastructure by Centralizing & Virtualization
Scale	<ul style="list-style-type: none"> • Add Locations and Users • Change System Redundancy • Add UC capabilities
Integrate	<ul style="list-style-type: none"> • Extend available features • Integrate third-party applications to enhance users' experience • Assess service provider interoperability to de-risk rollout

In order to get started with Mitel Professional Services, please contact your sales representative or Mitel Service Solutions at: Ru_service@mitel.com.

1. TECHNICAL CONSULTING & DESIGN

Technical Consulting and Design services are scoped and delivered by Mitel experts.

These services are for auditing organization’s existing solution, aligning stakeholders on the target solution requirements, guiding the high-level architecture and key design choices, planning the solution rollout by phase and by location, and detailing designs for each phase. Additional services include providing architectural oversight of the implementation team(s) during solution rollout to ensure that technical issues are efficiently dealt with and that the solution is built as designed.

These services are particularly valuable to partners who need to leverage Mitel’s abilities when customers have more advanced needs for scale, advanced features, integrations, and where the customer lacks agreement on their target solution.

Partners can benefit from Mitel’s expert discovery to baseline the current solution and gaps, rapid and optimal application of Mitel technology to meet their customer’s specific business and IT environmental needs, and designs that can be implemented with low technical risk.

SERVICE OPTION	DESCRIPTION	HIGHLIGHTS
System Healthcheck	<p>For customers who need to understand their current voice or UCC solution, Mitel discovers solution technical requirements, document system topology, configurations, software releases and patch levels, review system logs, highlight system deficiencies, and summarize recommended actions.</p> <p>Note: A Network Assessment can be added if there is a need to assess the underlying data network performance.</p>	<ul style="list-style-type: none"> • Build a solution technical baseline • Identify gaps • Get recommendations on improving or evolving your solution
Solution Architecture	<p>When customers are ready to define their target solution, whether it is new or the evolution of an existing solution, Mitel:</p> <ul style="list-style-type: none"> • Discovers customer technical and phasing requirements • Guides and aligns project stakeholders by explaining the benefits and limitations of key architectural choices • Documents system components by location and phase • Frames out key configuration parameters • Dimensions systems to meet performance • Assesses feasibility of third-party integration and interoperability • Defines design best practices • Assesses areas of risk and builds in mitigation strategies. <p>Note: System Healthcheck and Network Assessment services may be needed for existing solutions.</p>	<ul style="list-style-type: none"> • Rapidly frame out a solution that will meet customer’s current and forecast needs • Optimize customer solution value while protecting existing investments • Mitigate technical risk • Avoid surprises
Solution Design	<p>When customers have chosen their solution architecture, whether it is standard or bespoke, Mitel creates a detailed design and configuration for each system and each location for the initial phase(s) of the rollout, including all the relevant design best practices and buiding in ways to avoiding implementation risks. The design will be ready to implement by Mitel’s and/or partner’s delivery team.</p>	<ul style="list-style-type: none"> • Get a detailed blueprint for customer’s solution rollout • Apply advanced product features with confidence • Implement solution with low technical risk

Customer Story: Modernization of MiVoice and Unified Communication Solution

A car sales company needed to modernize its existing MX-ONE systems in order to follow the rapid growth of its business. Mitel’s expertise was required to define a new, modern architecture. Mitel analyzed requirements and restrictions, and defined the proper solution for the 11 sites. The main efforts of the Mitel RUS Service team were concentrated on optimization of consumer cost and protection of the existing investments. Mitel also estimated risks of building on the virtual solution. Modernization of the system was successfully executed. This model of service provisioning strengthened the client’s confidence in the Mitel technology and high-quality services.

2. NETWORK ASSESSMENT

These services are for testing existing end customer networks or validating new designs for IP voice and/or video traffic performance. Customer will receive a report that documents their performance limits and that recommends specific actions to address any performance-affecting technical issues.

These services are required for deploying or scaling IP voice and video conferencing solutions on existing or new WAN and LAN networks.

End customers gain confidence that their new voice or conferencing solution will perform as expected and identify any performance issue before turning up their new communications technology.

SERVICE OPTION	DESCRIPTION	HIGHLIGHTS
IP Communications Network Assessment	<p>Mitel assesses IP network compliancy with Mitel pre-requisites: Check proper configuration for VoIP / video traffic, check configuration of QoS and call control, confirm data network configuration complies with Mitel requirements. Document gaps and make recommendations on remedial actions.</p> <p>Applicable to all customers who plan to deploy a Voice or Video solution for the first time, or who are adding locations or bulk new users or new communications services like video to an existing deployment.</p> <p>Also applicable to customers who face voice quality deterioration or instability and look for assistance in identifying the root cause(s).</p>	<ul style="list-style-type: none"> • Efficiently prevent or address complex service-affecting issues • Establish the cornerstone of great customer relationships
Wireless Network Site Engineering	<p>When a customer needs to know how well voice and/or video will perform over their existing or planned campus network, leverage Mitel's Wireless Network Site Engineering service to plan and design or remediate an existing solution. Find out if their access points placement and configuration parameters are sufficient and if not, then get recommendations on how to remediate any deficiencies, e.g., changes to engineered zones, access points placement, channel plan, security settings, and avoid interference with third-party systems.</p> <p>Applicable to wireless networks and/or networks for mission-critical coverage and compliance with security regulations.</p>	<ul style="list-style-type: none"> • Make your wireless network mission critical • Get a prescription on what to fix ahead of rollout • Greatly reduce the risk of poor service introduction, e.g., expensive remediation post-rollout, insecure network, dissatisfied users, poor utility, high support costs
Wireless Network Site Assessment	<p>For customers with existing network who need to build a baseline of as built coverage to support system management. Customers get a service coverage diagram, and an assessment and gap analysis of their network vs. their business requirements.</p>	<ul style="list-style-type: none"> • Get a baseline of customer's current network and figure out what to remediate

Customer Story: Mitel's Wireless Network Site Engineering

A company decided to create a wireless network, but its building was made using materials affecting radio wave propagations. The Mitel RUS Service team carried out the analysis of the site to define recommendations for access points allocation and necessary configuration parameters. Some risks were highlighted because of the use of certain materials and possible interferences from third-party systems. Recommendations on how to avoid these risks were prepared.

The partner took necessary measurements and provided installation of base stations according to these recommendations. This wireless network provides today a stable connection for all employees on the site.

3. MIGRATION

These services are for migrating end customer MiVoice from legacy Mitel premise-based telephony solutions to current Mitel technology with options to centralize, change the redundancy, and virtualize the solution. Services are also applicable for migration from a Mitel premise solution to a Mitel Cloud solution whether it is public, private or hybrid.

These services are particularly valuable to partners who need to leverage Mitel’s technical skills on legacy technology or who must migrate a higher than usual volume of customers.

SERVICE OPTION	DESCRIPTION	HIGHLIGHTS
MiVoice Upgrade	<p>Engineering analysis to identify steps for a smooth migration from current Mitel solution to the target solution.</p> <p>Mitel will download the configuration of older existing Mitel voice systems, migrate the database to current release of MiVoice Business, validate the configuration in the lab, clean up alarms, upload the new configurations</p> <p>Customer can take advantage of the upgrade to enhance his solution with optional services (centralize, virtualize, change redundancy).</p> <p>Lab testing may be included in the engineering work.</p> <p>Note: Implementation Services can be added if there is a need to assist during the onsite upgrade</p>	<ul style="list-style-type: none"> • For customers with older Mitel voice solutions who want to get back on to a supported release, modernize their communications, or to prepare for migrating to Cloud. • For partners looking for smooth migrations where the challenge of re-engineering their customer systems is causing delays and may be turning off their customers. • Evolve topology towards target
Cloud Migration	<p>Applicable to medium and larger enterprises who need continuity of user experience, evolution of infrastructure, hands-off management, and simplicity.</p>	<ul style="list-style-type: none"> • Move your premise customers to the cloud, preserving customer’s feature keys and dial plan

Customer Story: Migration to new architecture MiVoice & UCC

A governmental organization had a full Mitel solution based on an old MD110 that interacted with additional applications. The organization wanted to migrate to a new architecture based on the MiVoice MX-ONE.

Smooth migration had to be carried out, without service interruption of the equipment and applications, and with preservation of the current configuration and databases. The Mitel RUS Service team adapted the databases for the new system, and successfully carried out the migration without loss of data and without service interruption. Mitel also trained the organization’s specialists for supporting the system.

4. Advanced Applications and Integrations

These Mitel services make it possible to integrate the Mitel solution with service provider trunks and third-party systems and databases. They also help partners and customers develop custom applications and interfaces using Mitel Application Programming Interfaces (APIs) and Software Development Kits (SDKs).

These services are particularly valuable to partners and end customers who need to leverage specialized technical skills on how to customize the use of Mitel technology.

SERVICE OPTION	DESCRIPTION	HIGHLIGHTS
Custom Application Development	<p>Applicable to any voice or UC solution requiring application development to use Mitel API or SDK features to perform the primary functions of the application.</p> <p>Mitel performs the development or provides consulting days to partner's/customer's development teams .</p> <p>Note: Implementation Services can be added if there is a need to assist during the implementation phase</p>	<ul style="list-style-type: none"> Customize the solution to respond to a specific business need
Third-Party Integration	<p>Applicable to third-party applications that provide additional specific services for end-users or administration team</p> <p>Also applicable to enterprises that migrate to Mitel technology and wish to maintain existing specific applications.</p> <p>This service typically includes a testing phase in Mitel lab or if needed in customer premises.</p> <p>Note: Implementation Services can be added if there is a need to assist during the implementation phase</p>	<ul style="list-style-type: none"> Enhance user's experience by implementing a smooth and efficient workflow
API/SDK Consulting	<p>Consulting blocks of time in days where Mitel has no formal deliverables and the service is considered complete once the time is used up.</p> <p>Applicable to any voice or UC solution with API or SDK use where a third-party development team needs support on the use of Mitel features.</p> <p>Assumes that the development work is performed by the customer.</p>	<ul style="list-style-type: none"> Own the custom development because you can get insights, best practices and examples of how to use advanced functionality

Customer Story: Responding to Specific Business Needs with Advanced Integration

A client needed integration of its MiVoice MX-ONE with an application developed by a third-party. The Mitel RUS Service team analyzed the need and offered to provide the organization of interfaces to transfer the necessary data between Mitel systems and the third-party application. The necessary SDK was also provided and tests were held in the Mitel RUS lab.

After a successful completion of the tests, the solution was put in production, and provided the client with the requested functionality.

5. STANDARD AND ADVANCED IMPLEMENTATION

Implementation services consist in designing and configuring features of Mitel platforms and applications. This covers most Unified Communications and Collaboration projects, from the simplest configurations to the most complex, multi-site environments.

These services are particularly valuable to partners who may need to leverage advanced technical skills on Mitel technology, who must implement a higher than usual volume of customers, or where the end customer request Mitel’s involvement in their project. Partners can choose their Service Option on a location-by-location basis.

Implementation services are delivered in co-delivery mode together with partner. They can be delivered onsite or remotely, depending on the nature of the service and on partner’s wish. Implementation services need to be scoped during the Design stage of a project, or before.

SERVICE OPTION	DESCRIPTION	HIGHLIGHTS
Standard Configuration	<p>During implementation projects when partners wish to complement their services, Mitel can be involved in systems and applications configuration and/or end-users training.</p> <p>The service is delivered on site or remotely.</p>	<ul style="list-style-type: none"> • Leverage Mitel’s long experience in solutions implementation • Train users for an effective and optimized use of Mitel products
Advanced Configuration	<p>During implementation projects where there are advanced Mitel solution features, use Advanced Configuration services to cover any need such as: SIP trunking, clustering, redundancy, voicemail migration, programming for contact centers, and programming of advanced UCC features such as Mobile UC, teleworking, audio and web conferencing.</p> <p>Applicable to any voice or UCC solution with advanced features.</p> <p>Depending on the complexity of the request, Mitel can set up a project team to better address and manage Mitel’s scope of work.</p> <p>Assumes that the remainder of the standard implementation work is performed by the partner.</p>	<ul style="list-style-type: none"> • Leverage Mitel Services for the challenging parts of a project
Implementation Technical Leader	<p>If Mitel was involved in Solution Architecture and Solution Design services and partner requests that there be a Mitel technical leader during the Deployment stage, then Mitel can provide Implementation Technical Leader services.</p> <p>Services include taking part of project meetings, validating that the solution is built as designed, identifying and driving technical issues to resolution with the extended project team and product vendors in the Mitel solution such as VMware, and updating the design documentation as needed.</p> <p>The intensity of these services is estimated by the number of days per week and the deployment duration in weeks. A Mitel project team is set up with skills from the various areas of expertises relevant to the project.</p> <p>Applicable to any voice or UCC solution with advanced features, scale, i.e., number of users and locations, or non-standard integrations.</p>	<ul style="list-style-type: none"> • Simplify and de-risk complex projects by having a single technical authority who can rapidly address any technical issues or unforeseen changes needed in the design before your deployment is delayed

Customer Story: Implementation of distributed MiVoice system and Applications.

A state organization was looking for a solution to provide voice communications distributed across 12 sites, with voice mail, fax and call recording functionalities. The Mitel RUS Service team delivered the Solution Architecture and Solution Design services to the Mitel partner who took care of implementing the complex project. The partner also requested Mitel RUS to provide the service of a Technical Leader during system implementation.

The partner installed the new MiVoice MX-ONE system, loaded new databases and carried out the main programming of the system. The Mitel Technical Leader supervised the partner’s specialists onsite, and implemented the voice mail, fax mail and setup of the SIP trunk. Mitel also trained the client’s system administrators.