infinera®

what THE NETWORK will be

DEPLOYMENT AND PROFESSIONAL SERVICES

GET TO MARKET FASTER.
OPTIMIZE YOUR INVESTMENT

We support every implementation aspect of your network, enabling you to accelerate revenue generation and differentiate your service offerings from the start.

Bottom-line-focused Implementation
Delivering quality, value, and speed

Infinera understands that behind every implementation stands strategic, revenue-generating objectives that define the success of our customers.

That's why Infinera Deployment and Professional Services focus on delivering a network that meets your current and future capacity, flexibility, and availability requirements in a high-quality and timely manner. Years of global experience arm our specialists with deployment proficiency, troubleshooting agility, and an extensive knowledge of best practices—delivering the best value for your deployment investment. With the Infinera Deployment Services, you get:

• Fastest time to revenue

• Optimized deployment expenses

• Network QoS differentiation

Solid Program Management
Ensuring quality and timeliness in your deployment

Detailed program management ensures that even the most complex project runs like clockwork, even on the most ambitious schedule. Our program managers have years of in-field experience, coupled with strong planning, organizational, and communications skills.

Your program manager oversees and coordinates all aspects of the job, including subcontractor management, project planning and scheduling, risk management, escalation services, and project reporting at all major milestones. With our program management services, you get:

• On-time and within-budget implementation, with no surprises

• Simplified project management, without sacrificing control or quality

• Rapid and efficient communication and application of your requirements

• Reduced deployment costs from a well-run project

Deployment and Professional Services Portfolio

The Infinera Deployment and Professional Services cover all phases of network implementation for metro, regional, and long-haul networks. With our flexible, modular services portfolio, you can engage just the services you need to complement your own team's expertise, or let us manage the entire process so that you can concentrate on your core business—namely, managing your customers and infrastructure while generating revenue from your network.

Turnkey Installation Services

• Program Management

• Site Survey and Engineering Services
  - Full Site Survey and Report
  - Engineering Design

• Furnishing Services
  - Site Infrastructure Materials Ordering and Tracking
  - On-Site Inventory

• Installation and Test Services
  - Hardware Installation
  - Equipment Configuration
  - System Turn-up and Test

• Network Acceptance
- Quality Audit

- Acceptance Walk-through
- Finished Design and Test Documentation

Installation and Commissioning Services

• Program Management

• On-Site Inventory and Audit

• Hardware Installation
  - Rack Install
  - Power Chassis
  - Line Card Installation

• Software Installation and Equipment Configuration

• System Test and Acceptance

• Site and Span Commissioning

Commissioning Only Services

• Program Management

• Software Installation and Equipment Configuration

• System Test and Acceptance

• Site and Span Commissioning

Fiber Characterization Services

• Fiber preparation

• Optical Time Domain Reflectometry (OTDR) test

• Chromatic Dispersion (CD) test

• Polarization Mode Dispersion (PMD) test

• Completed Test Documentation

Network Management Suite Professional Services

• Server Installation and Software Startup

• Software Feature Implementation

• OSS Integration

• Management System Upgrade

Network Element Professional Services

• Demo and Lab Trial

• Planning and Design

• Program Management

• Network Expansion, Re-commissioning,

and De-commissioning of Legacy Equipment

• In-service Hardware Upgrades

• Integration with Legacy Systems

• On-site Technical Support Engineer

Full Turnkey Installation Services

The Infinera Turnkey Installation Services provides full engineering, furnishing, installation, and test of your network deployment, including complete program management that oversees and coordinates all aspects of the project. The Infinera Installation Services include:

Site Survey

Our site survey specialists audit your installation location and condition, and collect relevant data required to ready your site for operations. The resulting site survey report includes the identification of existing equipment layout and footprint, cable and wiring layout, and rack layout. It also identifies the required installation materials and specifications, including installation tools, methods of procedures, and required test equipment.

Engineering Design

From the results of the site survey, we develop a detailed engineering design for your project.

The Engineering Design Package encompasses:

• Site preparation requirements, including the physical and environmental changes required to sustain the equipment.

• Supporting equipment requirements, such as the quantities and specifications of power supply equipment, maintenance and operation equipment, transmission equipment, distribution frames, grounding plates, etc.

• Detailed room installation diagrams, which identify rack locations, equipment installation locations, and cable deployment.

• Installation List/Bill of Materials

Site Installation Materials Ordering and Tracking

We order and track your network equipment, as well the required overhead and chassis racks. If required, we can also order additional bracing equipment.

Delivery Inspection and Audit

We inspect your site prior to installation, to verify all pre-installation requirements are met. If required, site preparation services can be arranged separately through Infinera Deployment Services. We then unpack and inspect all delivered equipment at your installation site, inventory the materials, and ensure they match the equipment installation checklist. We also inspect the equipment arrival condition to be sure they meet our quality standards.

Hardware Installation

We cover all aspects of the physical installation of your network equipment, including the installation of racking, fiber raceway, power cables and terminations.

Turn-up and Test

We configure the equipment and ensure that it is operational. Then we conduct system testing to your requirements and provide complete test result documentation.

Site/Network Acceptance

Your installation is fully managed through final acceptance. After completing the system test, we perform a site clean-up and conduct a final quality audit on the installed system. Our Program Manager takes you on an acceptance walk-through using comprehensive checklists to ensure all aspects of system acceptance are covered and all questions are answered. At the end, you receive a complete engineering package, with an up-to-date statement of work, engineering design, sign-off checklists, and test results.

Additional Install and Commissioning Services

For those who have the staff to prepare the site, create the engineering design or install the equipment, we offer a flexible suite of deployment services allows you to engage only those services that best compliment your existing capabilities. All Infinera Deployment Services include comprehensive Program Management Services to ensure your project completes on time and within budget.

Installation and Commissioning Services

Our installation team begins by unpacking, auditing and inspecting every piece of equipment. We'll then install the physical hardware, including the installation of racking and fiber raceways, and the connection of your pre-terminated existing power cables to each chassis. We'll also label the equipment shelves and intra-node fiber and data cables to your standards. Next we install your system modules, perform software installation, and configure your equipment to operational state. Finally, we'll bring your system through full test and acceptance, including standalone equipment test, link test, and span test. At the end, you receive a complete Engineering Design Package, with an updated engineering design, updated Statement of Work, signed quality and installation inspection checklists, and network acceptance test results.

Commissioning Only Services

We first install the system software, perform internal configuration of the system, run software selfinspection, and perform relevant network optimization. After this, we conduct stand-alone equipment test, link test, and span test; verify remote control and supervision of the equipment by the network management software, and verify alarm functionality. We also conduct system tests for trial runs and final acceptance runs to your specifications.

Fiber Characterization Services

This service verifies the integrity and capacity of your fibers through the measurement of key fundamental properties, such as attenuation, reflectance, and dispersion. Under the supervision of a program manager, our expert technical engineers clean all optical ferrules and bulkheads involved in the connection path, and then perform bi-directional Optical Time Domain Reflectometry (OTDR) testing at 1550 nm, Chromatic Dispersion (CD) testing, and Polarization Mode Dispersion (PMD) testing. Upon completion, you receive complete documented test results, including test gear setup parameters.

Infinera DNA: Chassis View

Infinera DNA: Digital Link View

Infinera Management Suite Professional Services

The Infinera Management Suite Professional Services addresses on-site projects related to the configuration of the Infinera management software. This service includes requisite program management services, including the generation of test and roll-out plans. Examples of Infinera Management Suite Professional Services include:

Server Installation and Software Turn-up

We install and turn up the specified management software, as well as any software components required to support the Infinera Management Software (such as the Oracle database server or SunOS).

Management Software Feature Engineering

We plan, implement, verify, and integrate features in current releases of the Infinera management suite for your network. Among other tasks, our specialists can set up PM reporting, automatic database backups, set up software automation, configure and deploy external routed networks, and engineer/plan OSC router addresses.

OSS Integration

We integrate your Infinera Intelligent Transport Network™ with your Network Management Systems and Operations Support Systems. Supported integration vehicles include: Transaction Language 1 (TL1), Infinera Digital Network Administrator (DNA) Northbound Interfaces, Infinera SNMP Fault Integration Server (FIS), and Infinera database management tools.

Infinera Management Suite Upgrade

We audit your existing software configuration, create an upgrade plan, and apply the upgrade to the operating system, database, and the Infinera Management Suite software. Examples of upgrade services include:

• Upgrade of Infinera DNA

• Upgrade of SNMP Fault Integration Server

• Upgrade of CORBA Integration Server

• Upgrade of Oracle and Solaris

• Upgrade of Solaris patches after initial install
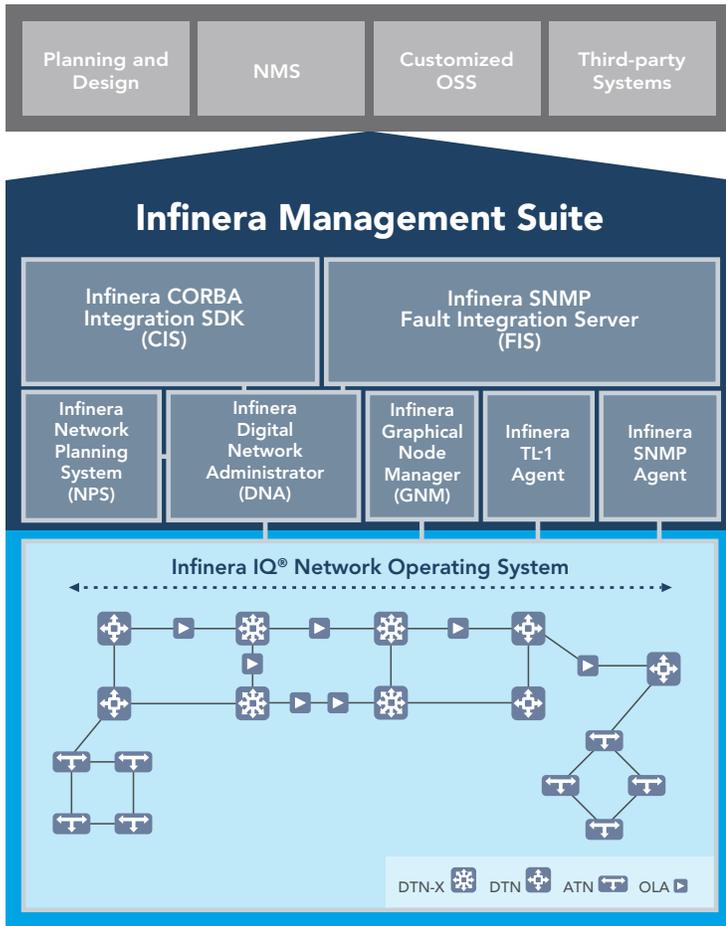
Network Element Professional Services

The Infinera Network Element Professional Services can provide analysis, planning, and design services for a wide range of projects, including network expansion, re-commissioning, de-commissioning of legacy equipment, in-service hardware upgrades, integration with legacy systems, and major system configuration changes. These services also provide the option for an on-site staff engineer to support ongoing day-to-day operations, and provide full service program management. This service offering includes:

Analysis and Audit

We work with your management staff and engineers to understand your business and technical objectives, and to facilitate the decision on how to best implement your networks and equipment.

Network Audit

We audit the state and capabilities of your existing network prior to network implementation. We can also provide general network health audit services.

Network Design

We create a network design that meets your strategic objectives. Our design process considers network functionality, quality of service, cost, and the ability to support future expansion.

Implementation Plan

We develop detailed implementation plans, which include recommended methods of procedures, mitigation plans, and test plans.

System Certification

We test the new IQ® Network Operating System (IQ NOS) resident on the hardware, and provide full documentation of test results to accelerate the release of the new operating system into production.

Resident On-site Engineering Services

Our on-site resident engineers can help you maintain your network, addressing day-to-day operations. Service contract duration can be customized as desired: on a daily, weekly, or yearly basis.
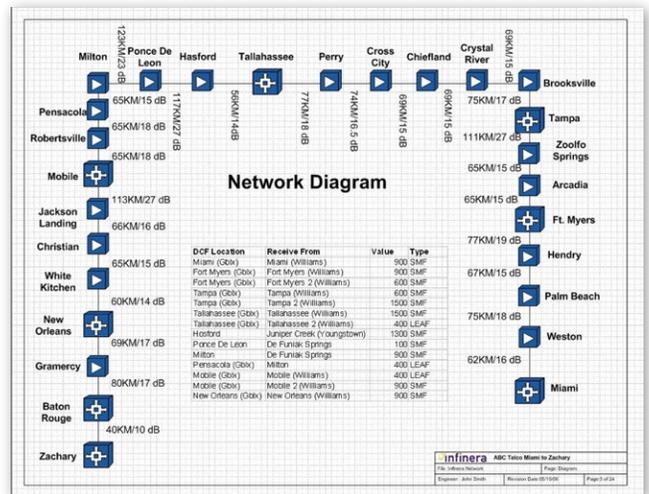
Network Design

Program Management

Our Program Management Services ensure your deployment objectives are met within a predictable, welldefined timeline and budget. Highlights of the Program Management Service include:

Project Planning and Budgeting

We work with your engineers and planners to understand your objectives, timeline, and budgetary requirements. This information rolls into the development of a detailed scope of work and project plan. These documents clearly identify each phase of your project from start to finish, with specific deliverables and associated timelines. We also develop a targeted budget. Deliverables include:

• Scope of Work

• Project Timeline

• Project Budget

Dedicated Program Manager

Your project is managed by a dedicated Program Manager, who oversees all aspects of your project from planning through final acceptance. The Program Manager's responsibilities include:

• Start to Finish Project Supervision

• Resource Allocation and Coordination

• Project Planning and Scheduling

• Coordination of Multi-functional Activities

• Escalation and Fault Resolution

• Project Reports and Milestone Reviews
  with Customer

• Partner/Subcontractor Management

• Customer Acceptance and Project Closure

Full-spectrum Expertise

With extensive experience and training in all areas of deployment, our experts can carry out even the most complicated projects. Areas of expertise include:

• Site Survey and Design

• Implementation

• Logistics and Materials Management

• Quality Assurance

• Financial Management

• Safety and Environmental Assurance

• Technical Training and Certification
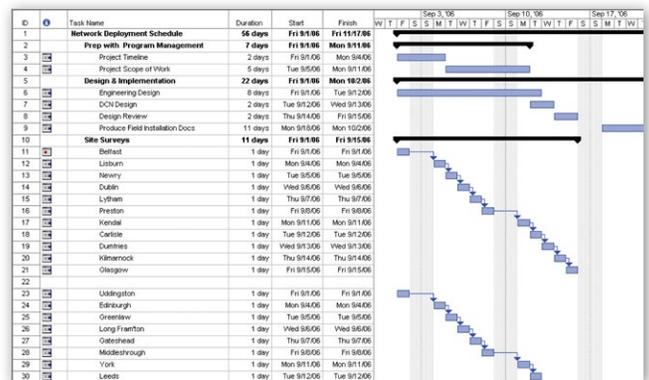
Detailed Project Planning

Committed to the Success of Your Deployment

At Infinera, we measure our success by the success of our customers. Our teams of engineers and program managers are dedicated to ensuring every network they touch is implemented at the highest level of quality and in a timely manner. Garnered through years of deployment experience, our high level of expertise delivers a path to timely and successful project completion and can provide significant operational cost savings. We offer a flexible portfolio of deployment services, designed for you to engage our services where and when you need us.

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