

# Infinera Resident Engineer Services

*Expert Resources to Supplement Your In-house Team*

## SERVICE SPECIFICS

As technology becomes increasingly more complex, your critical resources necessary to keep the network running at optimal levels become even more difficult to find and retain. While you are driven to optimize the internal resources you have in order to stay competitive, you often face the challenges of a lean technical staff that may struggle to find time for training or to address special projects. Infinera Resident Engineer Services provide a ready solution for a variety of technical resource needs.

The specific duties and responsibilities of a Resident Engineer will vary depending on your business needs. A typical Resident Engineer engagement will include one or more of the following areas of focus:

- **Network Capacity Planning** - Assisting with collecting and analyzing information to understand current and future network capacity demands, and making corresponding recommendations for how to best accommodate these demands
- **Network Performance Optimization** - Assisting in collecting and analyzing information to understand network performance, and making corresponding recommendations for how to improve network performance
- **Lifecycle Network Design Support** - Maintaining engineering design plan (EDP) documents, including changes resulting from network expansion
- **Network Change Management** - Assisting with ongoing network configuration and provisioning management activities
- **Network Operations** - Assisting with identifying and resolving current network or service issues
- **Pre-production Lab Support** - Assisting with ongoing assessment of hardware and software products for possible incorporation into your production network, including incremental hardware and software releases and network integration assessment

Resident Engineer resources can be an individual or a team committed to full-time dedicated roles or part-time availability. Resident Engineer roles typically are located at customer premises. The scope of work for Resident Engineers is mutually agreed upon in advance to focus assistance and responsibilities within a defined framework.

As a strategic resource, Infinera Resident Engineer Services can accelerate the success of your projects and bring valuable knowledge and information to assist your in-house personnel by enabling them to become even more effective, engaged, and productive.

## TO PURCHASE

For more information about Infinera Professional Services, please consult your local Infinera sales representative or regional sales office.

## WHY CHOOSE INFINERA FOR RESIDENT ENGINEER SERVICES?

- **Relieve** the burden of attracting, training, and retaining appropriately skilled talent for tasks that require highly specialized skills or expertise
- **Obtain** valuable knowledge and information to augment your in-house staff for both short-term and long-term engagements
- **Leverage** Infinera engineers for a range of planning, management, and operations assignments

## ENSURE SUCCESS WITH INFINERA SERVICES

When you choose Infinera Services, you gain a level of expertise rooted in decades of successful deployments. You get the global scale and proven expertise you require, enhanced by the speed, personal service, and peace of mind you've always wanted.

It's called the Infinera Services Experience. And for you, it means:



Personalized  
Services



Rapid  
Resolution



Unrivaled  
Support



Accelerated Time  
To Revenue



Peace of  
Mind

Network owners and operators worldwide rely on Infinera Services to deploy, operate, and optimize their critical network infrastructure. Shouldn't you, too?

**To learn more**, contact your Infinera account representative or visit us at [www.infinera.com/services](http://www.infinera.com/services).