

## PROFESSIONAL SERVICES

## PROFESSIONAL SERVICES. TAKEN TO A WHOLE NEW LEVEL.

Ensure successful network implementation and operations with personalized professional services

When you're seeking expert support to deploy, operate or optimize your optical network, you need look no further than Infinera Services. You can depend on our world-class Professional Services team to deliver the highest level of engineering support, software systems and integration and program management.

Whether you're installing equipment, integrating systems or optimizing performance, you can rest easy knowing you're supported by highly trained and extremely responsive professionals. As always, you'll receive personalized service delivered by experts who treat your success as if it were their own.

### High-touch Engineering Support

Infinera High-touch Engineering Support Services provide dedicated technical support that is tailored to your unique needs. Your team's capabilities will be enhanced with expert support from an Infinera engineer, backed by Infinera's collective knowledge base.

You'll receive dedicated engineering support that's custom-matched to your need, whether that be tackling a short-term project or providing on-going technical leadership. Depending on your needs, tasks may include installing and testing equipment, preventative maintenance, knowledge transfer, writing methods of procedure, technical triage and more.



**HIGH-TOUCH ENGINEERING SUPPORT: EXAMPLES**

	STAND-ALONE PROJECTS	ONGOING SUPPORT
ONSITE	<ul style="list-style-type: none"> <li>✓ Equipment installation and testing</li> <li>✓ Hands-on training</li> </ul>	<ul style="list-style-type: none"> <li>✓ Implementation of recommended network changes</li> <li>✓ Technical project leadership and oversight</li> </ul>
REMOTE	<ul style="list-style-type: none"> <li>✓ Writing methods of procedure</li> <li>✓ Technical advisory for transformation projects</li> </ul>	<ul style="list-style-type: none"> <li>✓ Dedicated on-demand technical support and triage</li> <li>✓ Escalation support</li> </ul>

You choose your level and scope of services. You'll experience our highest level of service when you choose to have a dedicated Infinera engineer on-site. If you want the peace of mind of having a technical expert at the ready, our remote service is for you. Either way, your dedicated support engineer is able to provide a wide range of personalized technical support as an extension to your team. Should your needs extend beyond normal business hours, up to 24x7x365 coverage is available.

Your dedicated engineer can ensure your network is performing optimally by implementing changes recommended with our Network Audit and Optimization Services. You can also enlist your engineer to execute transformational network redesigns recommended by our Consultative Services group, lead you through seamless migration or train your team on provisioning.

Regardless of the roles you assign, you gain a single, central point of contact for technical project leadership and issue resolution with Infinera High-touch Engineering Support services.

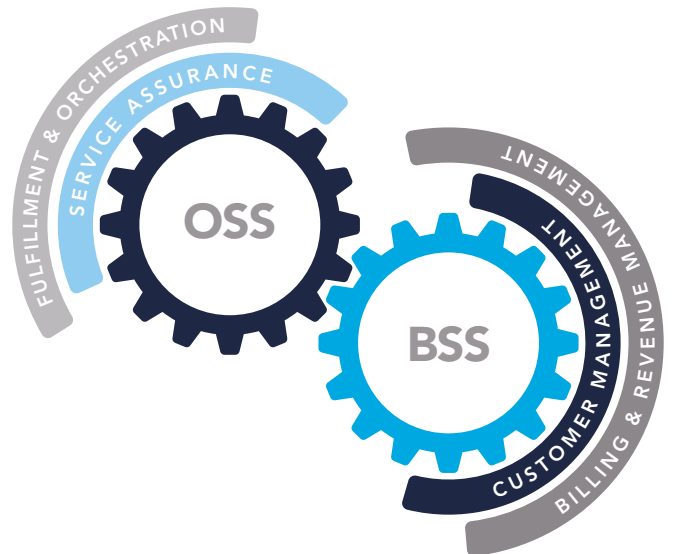
**Software Systems and Integration Services**

Need to rapidly integrate operations support systems or alleviate operational pain points? Infinera's Software Systems and Integration Services provide customized solutions and support that help you deploy faster. You'll be able to simplify execution of complex projects such as integrating operations support systems (OSS) and business support systems (BSS), automating routine manual processes, or developing and integrating applications on top of Infinera software platforms.

As you ramp up your software-defined networking (SDN) efforts, our software experts can provide guidance on the Xceed Software Suite and best practices for usage, sample code and documentation. Rapid development is enabled by our proven agile methods that support constant team interaction. Infinera Software Systems and Integration Services offers:

- Integration of complex networks and network elements
- Agile methods and best practices honed across 600 deployments
- Automation and custom software development with application programming interfaces (APIs)

**SOFTWARE SYSTEMS AND INTEGRATION SERVICES**



### Program Management Services

Whether you're managing a complex deployment, solving a critical operational issue or juggling more projects than you can handle, you can lean on us to manage your program to successful completion. Matched to your requirements, a skilled program manager will be your single point of contact, orchestrating internal and Infinera resources, supervising the schedule and ensuring all the pieces come

together on time and on budget. Even under the most demanding conditions, you can rest easy knowing your project is in the capable hands of a seasoned program manager. Benefits include:

- Centralized, single-point program management
- Zero surprises through project completion
- Expert diagnosis and resolution of complex network issues
- Rapid and efficient communication

## ENSURE SUCCESS WITH INFINERA SERVICES

When you choose Infinera Services, you gain a level of expertise rooted in more than 600 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).

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