

Resident Engineering Services

Keep your network up and your costs down with the assistance of Tellabs Resident Engineering Services

Overview

You have invested heavily to ensure that you can meet customer needs and maintain a competitive advantage. Higher levels of investments in today's network capabilities demand higher rates of revenue return. Yet, as technology becomes increasingly more complex, critical resources necessary to keep the network running at optimal levels become even more difficult to find and retain.

Ensuring that your network runs at peak performance at all times requires the support of someone who has expert knowledge of both the technical and business aspects of your network strategies. Tellabs understands these challenges and offers a comprehensive approach to understanding, optimizing, and managing your ongoing network operations.

Through Tellabs Resident Engineering Services, an onsite, dedicated senior engineer integrates with your engineering and operations staff and serves as a direct resource for all aspects of your Tellabs solution. These expert-level engineers go beyond traditional support agreements to provide proactive network management support and continuous network monitoring. They deliver ongoing knowledge transfer and offer regular insights and recommendations on a proactive basis — while ensuring alignment with your technical and business critical strategies.



Tellabs equips your staff with the knowledge and skills necessary to help operations run smoothly and seamlessly.

Tellabs Resident Engineering Services offer a wide variety of deliverables including:

- Dedicated, onsite access to Tellabs technical experts, with extensive experience in operations and equipped with state-of-the-art tools
- Advanced network and configuration analysis
- Enhanced network troubleshooting and operations support
- Training needs analysis
- On-the-job technical and product skills and knowledge transfer
- Capacity planning
- Advanced network optimization and enhancement analysis

Our team is focused on directly impacting your bottom-line results:

- **Maximize network performance**
Enable a quick response to issues, minimize negative impacts and avoid issues altogether with proactive monitoring and expert recommendations
- **Improve return on investment**
Take advantage of new technology and features and help introduce those features to your network more quickly, resulting in improved services and the ability to offer new services
- **Improved staff utilization**
Hands-on assistance with technical issues and on-the-job informal knowledge transfer to meet the individual needs of your engineering staff
- **Minimize operating costs**
Cost-effective approach for acquiring rare skill sets, managing temporary peaks in workload and staff shortages



Ordering and Availability

Resident Engineering Services can be customized to your specific requirements and are available to our customers across the globe. For further information on these services, please consult your local Tellabs account manager or regional sales office.

Making Your Vision a Reality

Tellabs Resident Engineering Services offers the support and experience of a Tellabs subject matter expert for informal knowledge transfer, coaching and consultation as you deploy and operate your network with the latest technology.

Tellabs expert-level engineers go beyond traditional support agreements to provide proactive network management support, continuous network monitoring, ongoing knowledge transfer and regular insights and recommendations on a proactive basis. Whatever the task, Tellabs onsite engineers remain focused on keeping your network up and running optimally with minimal cost.

About Tellabs Global Services

Tellabs Global Services delivers quantifiable results that help you succeed. Our deep expertise and specialized services help reduce costs, optimize performance, minimize risk, and speed time-to-market. We solve the complex business, technical and operational challenges you face in deploying advanced networks — anywhere in the world. Tellabs Global Services' reputation for providing a better customer experience is the result of an open and honest approach, the ability to provide an objective viewpoint, and dedication to customer satisfaction.

About Tellabs

Tellabs innovations enable the mobile Internet and help our customers succeed. That's why 44 of the top 50 global communications service providers choose our mobile, optical, business and services solutions. We help them get ahead by adding revenue, reducing expenses and optimizing networks. Tellabs (Nasdaq: TLAB) is part of the NASDAQ Global Select Market, Ocean Tomo 300™ Patent Index, the S&P 500 and several corporate responsibility indexes including the Maplecroft Climate Innovation Index, FTSE4Good and eight FTSE KLD indexes.

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