Fujitsu Professional Services

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Who’s Fujitsu?

- Global company providing electronic devices, technology platforms, and services & software products
- Leading North American optical transport vendor
- Long history of delivering innovative planning, deployment, maintenance, and enhancement services for Tier 1 carriers, MSO’s, independent Telcos and enterprise customers

Established working agreement with FiberCo in 2006

Through FiberCo, Fujitsu can deliver innovative and quality professional services solutions - enabling Internet2 members to meet their networking goals
Network Life Cycle Services

Solutions for Today’s Complex Network Challenges

- Network **Planning** Service Solutions
  - *Helping Design Revenue-Generating Networks*

- Network **Deployment** Service Solutions
  - *Complete turnkey deployment solutions*

- Network **Maintenance** Service Solutions
  - *Maintenance & Managed Network Solutions*

- Network **Enhancement** Service Solutions
  - *Solutions to meet challenges of evolving networks*
Network Life Cycle Services – PLAN
Helping Design Complex Networks

- Vendor neutral fiber characterization services
  - Assuring network performance & identify potential faults when matching fiber to equipment design
  - Eliminating project delays – with the right design
  - Prepare for future network growth

- Dark fiber sourcing and management solutions
  - Identify, qualify & negotiate multiple fiber sources
  - Integrated approach eliminates the complexity of working with multiple fiber asset vendors
  - Can provide professional engineering/consulting
    - Feasibility studies
    - Engineering and design work

- Integrate multi-vendor equipment & management systems
  - Layer 1, 2, and 3

- Planning correctly will minimize capital expenditures and reduce operational costs
Network Life Cycle Services – DEPLOY

Complete Program Managed Deployment Solutions

- Ensure networks are installed tested & operating per your specifications
  - Fully program managed deployments
  - Customized testing to match your needs
  - Transfer knowledge solutions - enabling onsite hands-on training

- Eliminate deployment complexities
  - Turnkey deployment solutions
  - Multi-vendor support
  - Ensure on-time network deployments
  - Minimize the challenges of implementing new or multi-vendor technologies
Fujitsu’s managed services provide assurance that your network is operating to your requirements.

Fujitsu can deliver customized support solutions:
- Network monitoring (full or supplemental)
- On-site support & managed spares
- Onsite staffing

Experienced technicians

Guaranteed response times:
- Four hours
- Next business day

Eliminate or reduce:
- Personnel training expenses
- Troubleshooting responsibilities
- Capital Expenses
Fujitsu’s Network Operations Center

- **More than just monitoring**
  - Single source for troubleshooting, on-site support & spares dispatch
  - CPE end phone support (help desk)
  - Router, switch, server and firewall support
  - Electronic and verbal notifications
  - 3rd party management

- **Full vendor neutral capabilities**

- **Facility and Network redundancy**
Customer Networks Supported

- LEC
- Government/Municipality
- Large Enterprise
  - Corporate
  - Retail
  - Financial
  - Mortgage
  - Healthcare
- Wireless
- Education
Fujitsu’s professional engineering staff can help
- Minimize service-affecting issues
- Provide ongoing improvement of network performance
- Accommodating future growth
- Maximizing your technology investments

When do you need these services
- Traffic rolls
- Bandwidth upgrades
- Network optimization solutions
## Network Planning Service Solutions

- **Helping Design Complex Networks**

## Network Deployment Service Solutions

- **Complete turnkey deployment solutions**

## Network Maintenance Service Solutions

- **Maintenance & Managed Network Solutions**

## Network Enhancement Service Solutions

- **Meeting the challenges of evolving networks**

<table>
<thead>
<tr>
<th>Service</th>
<th>Summary Description</th>
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<tbody>
<tr>
<td><strong>Plan</strong></td>
<td></td>
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<tr>
<td>Network Design</td>
<td>Design of network architecture &amp; topologies, traffic, capabilities and performance</td>
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<tr>
<td>Interoperability Testing</td>
<td>Customer/vendor testing with Fujitsu products in lab, customer site or via remote access</td>
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<tr>
<td>System Configuration &amp; Design</td>
<td>Engineering and design for output of custom product integration into racks and cabinets</td>
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<tr>
<td>Dark Fiber Sourcing</td>
<td>Identify, qualify and negotiate multiple sources to construct seamless fiber routes</td>
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<tr>
<td>Fiber Pre-Qualification</td>
<td>Measurement and analysis of customers’ fiber plant for DWDM, CWDM and &gt; 2.5 Gb rates</td>
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<tr>
<td><strong>Deploy</strong></td>
<td></td>
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<tr>
<td>EF&amp;I</td>
<td>Engineering, furnishing and installation services</td>
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<tr>
<td>Turn Up &amp; Test</td>
<td>On-site configuration and simple turn up, or rigorous long term testing</td>
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<tr>
<td>Program Management</td>
<td>Program and project management for customer projects or to support other services</td>
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<tr>
<td><strong>Maintain</strong></td>
<td></td>
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<tr>
<td>Remote Technical Assistance</td>
<td>Call center support for all products, custom reports, defined procedures and escalations</td>
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<tr>
<td>NOC</td>
<td>Multi-vendor network fault and performance monitoring solution</td>
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<tr>
<td>Advanced HW Replacement</td>
<td>Warehousing and management of Fujitsu or customer owned spares inventory</td>
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<tr>
<td>On-site Support</td>
<td>Emergency on-site assistance, dispatch services, trouble-shooting and repair</td>
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<tr>
<td>Training</td>
<td>Product and technology training; available in-house or at your location</td>
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<tr>
<td>Extended Warranty</td>
<td>Hardware warranty extended another year for repair and return.</td>
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<tr>
<td><strong>Enhance</strong></td>
<td></td>
</tr>
<tr>
<td>Network Migration</td>
<td>Physical/logical migration of single NEs or entire networks to new releases, topologies, etc.</td>
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Why Fujitsu Service Solutions?

- Services focused on helping Internet2 members plan, deploy, maintain and enhance their networks
  - Maximizing resources, managing network complexities & increasing operational efficiencies
  - Experienced single source for network deployment plans to ongoing network support
  - Balancing OPEX and CAPEX
  - Nationwide coverage
  - Turnkey managed solutions, including non-Fujitsu products
  - Over 20 years of experience
  - Solid financial stability & industry leader
THE POSSIBILITIES ARE INFINITE