



## Global Service Operations



**INCREASE REVENUE AND CUSTOMER VALUE** WITH  
EXCLUSIVE NETWORKS PROFESSIONAL & SUPPORT SERVICES

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# GSO - Deployment as a Service

## DESCRIPTION

Trying to resource regional, national or international on-site installation projects can often cause headaches for partners. Utilising their own resources is often troublesome due to availability, time out of the office, or simply utilising personnel who are too highly qualified for the simple tasks required.

What is required are resources on-site, with the customer, who can 'Rack & Stack' devices, implement pre-designed configurations or simply assign an IP address to the device, making it easy for partner project engineers to take over the further aspects of the installation.

This is where Exclusive Networks 'GSO - Deployment as a Service' comes in.

Through our International programme we:

- Assist in deploying engineers capable of delivering the required tasks locally to customers.
- Co-ordinate all required tasks, for both our partners and their customers, like time and date planning, sign off documents, handover to local NOC etc.
- Extend our partners resources with access to over 5000 engineers.
- Deliver on-site implementation services in more than 100 countries.
- Enable partners to deliver projects faster at lower cost and at the high quality their customers are expecting from their trusted advisors.

Packages for our GSO - Deployment as a Service can be procured easily. There are fixed deliverables outlined for each package, with a clear pricing structure allowing easy implementation into your projects without the need for multiple quotes.

Our Ressource Management Team, available at [services\\_dach@exclusive-networks.com](mailto:services_dach@exclusive-networks.com) will be able to send you the current availability matrix including SKU and pricing information.

## Business benefits

- Cost savings
- Availability in 100+ countries
- Much higher flexibility of own resources
- Shorter project completion time
- Fixed price and deliverables

## Conditions

- Starting 5 Sites, for every 10 Sites, one day of Project Management (P-SP999-1P-ZZ-0001 - SRP: 1.250,- €) is required.
- Customer responsible for access to installation site
- Pricing is per full day
- Pricing includes all travel cost
- Configuration has to be delivered by customer
- For countries not listed please contact [Services\\_DACH@exclusive-networks.com](mailto:Services_DACH@exclusive-networks.com)

# GSO - Provisioning as a Service

## DESCRIPTION

With our **Global Deal Desk (GDD)** we support our customers with international logistic services, incl. DDP / DDU. With **GSO - Provisioning as a Services** we add national and international Staging Services - even for appliances not purchased through Exclusive Networks.

With this international services we provide:

- Receiving Equipment in one of our international warehouses
- Configure Management Interface of appliance so your NOC/SOC can reach the device once installed.
- Load and check a customer delivered configuration onto the appliance
- Labeling and inventory
- Print and add customer delivered documentation
- Keep device for up to 5 days in our warehouse for customer pickup or handling via GDD

## Business benefits

- Cost savings
- Available in 100+ countries
- Much higher flexibility of own resources
- Shorter project completion time
- Fixed price and deliverables
- Staging Support can be bundled with international Logistic Services by GDD
- Pricing is per Devcie

## Business benefits

- Increase value of own support services
- Support Level of up to 4h
- Available in 100+ Countries / 660 Cities in range of 100km
- All cost, incl. travel expenses included
- Pricing is per Device
- Please talk to our Service Management or your Account Manager for locations not listed in Matrix

# GSO - Engineer as a Service

## DESCRIPTION

Support Services delivered by the vendor our our partners need to be enhanced for time to time with an Onsite Engineer that assists in replacing the faulty unit with a delivered replacement. Exclusive Networks can help customers delivering this value add with our **GSO - Engineer as a Service**.

With this internation service we:

- Provide you with an onsite Engineer with an availability of up to 4h - 24/7/365
- Replace the faulty unit and re-cable
- Configue a Management IP Address and handover to the customers or partners NOC. Additionally we can also load a customer delivered Backup Configuration
- Check the Appliance together with the partner or customer
- Prepare the faulty unit for return to depot

FormoreinformationaboutGlobalServiceOperations,pleaseemail  
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