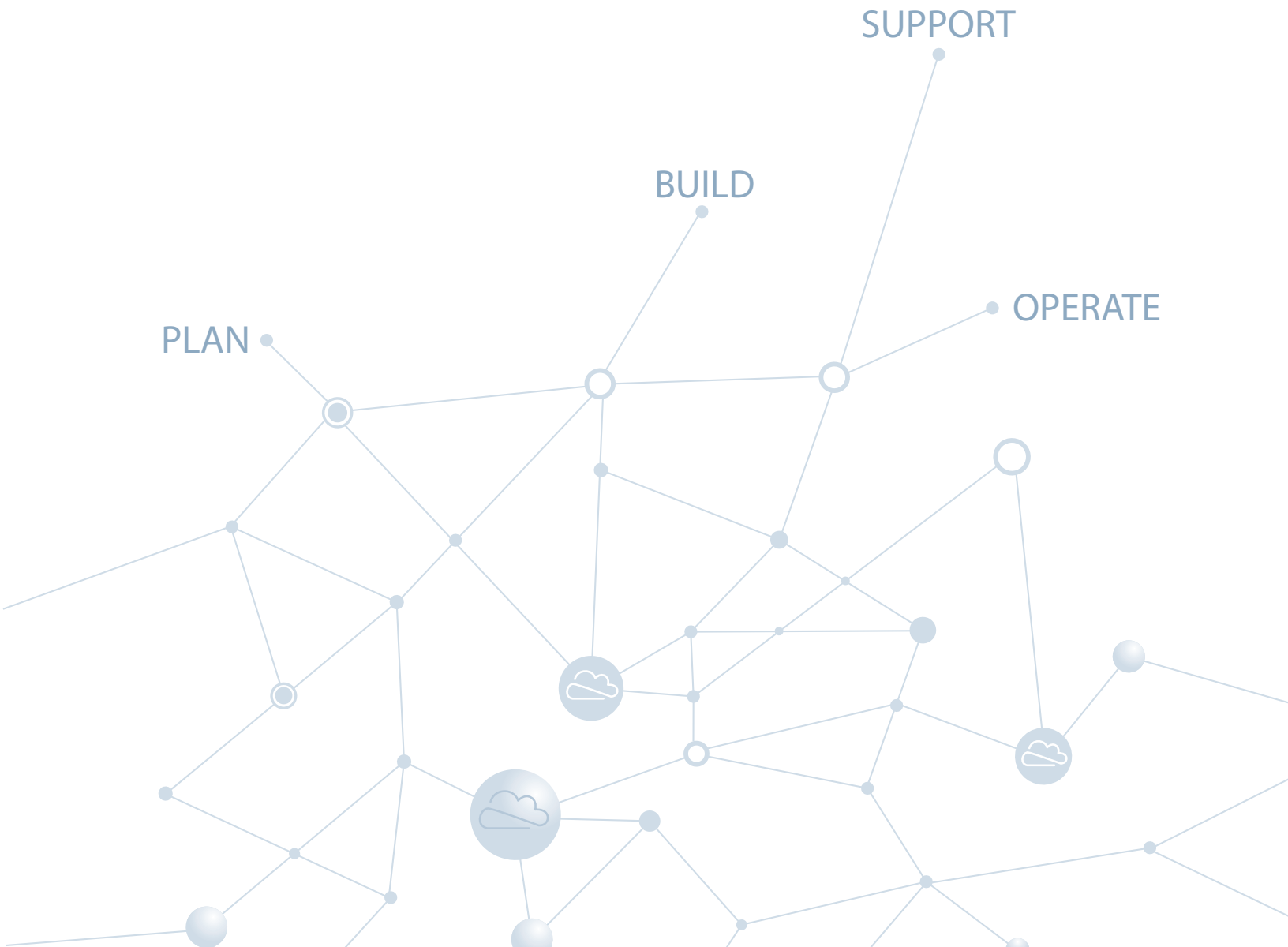




**PROFESSIONAL SERVICES BROCHURE 05 | 2023**



## Ekinops understands that your network is your business

That's why the Ekinops SERVICES portfolio includes the services that are essential to plan, build, operate and support a network that will deliver business-critical services with best-in-class performance.

As a service provider or network operator, you are constantly challenged to evolve and enhance the reliability of your network to ensure customer satisfaction.

Ekinops SERVICES are designed to augment and enhance your existing operational support team. All of Ekinops optical service engineers and technicians have been properly trained to the highest industry standards.

— **That translates to greater productivity and higher quality of work.**

### Benefits of using Ekinops Professional Services

- Reduce the time required for network and service activation
- Augment operational resources only when, and if, business dictates
- Easier to plan, budget and control operational costs
- Guaranteed highly trained and experienced contract help
- Your personnel can stay focused on key business goals & initiatives

## PLAN

NETWORK AUDIT | NETWORK PLANNING  
NETWORK DESIGN | SITE SURVEYS

Ekinops provides a number of services developed to help plan and design your network. We collaborate with you to plan and design a network architecture that meets both your short-term and long-term business objectives.

Our goal is to deliver a network that provides exceptional performance and reliability, yet it is cost-effective to operate, upgrade and maintain.

## BUILD

PRE-STAGING | EF&I | SYSTEM TEST PROVISIONING  
DOCUMENTATION SERVICES

Based on experience and structured processes, Ekinops service engineers deliver high quality, economic installation and implementation solutions that accelerate time-to-service and provide the foundation for enhanced stability and performance. For example, Ekinops Pre-Staging Service is a managed integration process performed by experienced Ekinops technical service engineers in our state-of-the-art production facility.

The pre-staged activities result in Ekinops delivery of a completely configured and tested system ensuring that all elements work right out of the box while virtually eliminating the possibility of "DOAs". This significantly reduces the on-site installation, turn-up and testing expenses of the network operator and reduces time to service activation.

So no matter how many sites you have, or what level of deployment support you require, we have a cost-effective solution that can help your deployment and integration efforts.

# OPERATE

## TRAINING

The success of your business can be significantly affected by the reliability of your network — **downtime is not an option!**

To help ensure 'always available' network performance, Ekinops offers a variety of training services that can be leveraged to enhance the knowledge of your operational staff. With classes covering everything from the basics of DWDM and OTN to extensive overviews of the Ekinops360 hardware platform and **CelestisNMS** Network Management System, Ekinops training classes provide all the skills and knowledge you need to deploy, operate and maintain all of Ekinops optical transport solutions.

### KEY BENEFITS OF A TRAINED STAFF

- Timely implementation & problem resolution
- Control operational costs
- Increase network availability
- Maximize network operational efficiency
- Increase in-house knowledge base
- Access to subject matter experts

### LOCATIONS

In order to accommodate individual customer preferences, Ekinops offers several delivery options for training your staff\*:

■ **ON-LINE** the Ekinops Support web-site is a highly usable tool for obtaining immediate technical information for self-education, or to address particular questions or concerns related to your Ekinops deployed equipment. It is available 24 hours a day, 365 days a year.

*Simply go to the Ekinops website ([www.ekinops.com](http://www.ekinops.com)), click on the 'Support' tab, and then click 'Register'. In a short time, you will have access to all the information relative to your Ekinops solution.*

*\* for in-person training sessions, whether at an ELC or Customer Site.*

■ **THE Ekinops LEARNING CENTERS (ELC)** are the ideal locations for providing our customers with our most up-to-date training.

With facilities in France and the USA, Ekinops can accommodate customer personnel closer to their home base. At each facility, the student has access to all of Ekinops resources including highly-trained Ekinops personnel to answer all of their questions.

■ **CUSTOMER SITE:** Ekinops recognizes that it is not always feasible for customers to send their staff to an Ekinops facility for training, that's why we make on-site training available for all courses. In these instances, Ekinops will provide a true hands-on experience using the customer's own equipment on-site.

# SUPPORT

**SUPPORT AGREEMENT | HARDWARE REPLACEMENT | SOFTWARE UPDATES  
REMOTE TECHNICAL SUPPORT | TROUBLE TICKETING | NEW RELEASE DOCUMENTATION  
PROJECT MANAGEMENT | OPTICAL INTERFACE QUALIFICATION**

**Our Support Services** include several packaged support programs that provide such things as: first-class technical support, priority hardware repair, maintenance software releases and exclusive access to Ekinops Technical Support website for self-help and education to enhance the knowledge of your network operations and support staff.

### CUSTOMER PROJECT MANAGEMENT

A dedicated Customer Project Manager (CPM) is assigned for all customers with a turnkey services contract. The role of the CPM is to ensure efficient management of the project during the entire project life cycle in order to meet the project commitments and acts as a single point of contact with Ekinops for all project related issues. This life cycle includes all aspects of the planning, execution, closure and governance of your project up through and including network acceptance.

# PLAN Services

PRODUCT CODE	PRODUCT NAME	DESCRIPTION
NTWK_AUDIT	NETWORK AUDIT	Complete customer network audit, including audit report which contains full audit details and recommendations for improving network performance facilities
NTWK_PLANNING	NETWORK PLANNING	Customer assistance with all aspects of network planning
NTWK_DESIGN	NETWORK DESIGN	Customer network designs for EKINOPS equipment using <b>Celestis d&amp;q</b> design tool
INST_SVY	SITE SURVEY	On-premises site survey by EKINOPS installation team to validate customer facilities are adequate to support a successful installation and commissioning process
CUSTOMER_PROJECT_MNGR	Customer Project Management	Dedicated start-to-finish project life cycle management



# BUILD Services

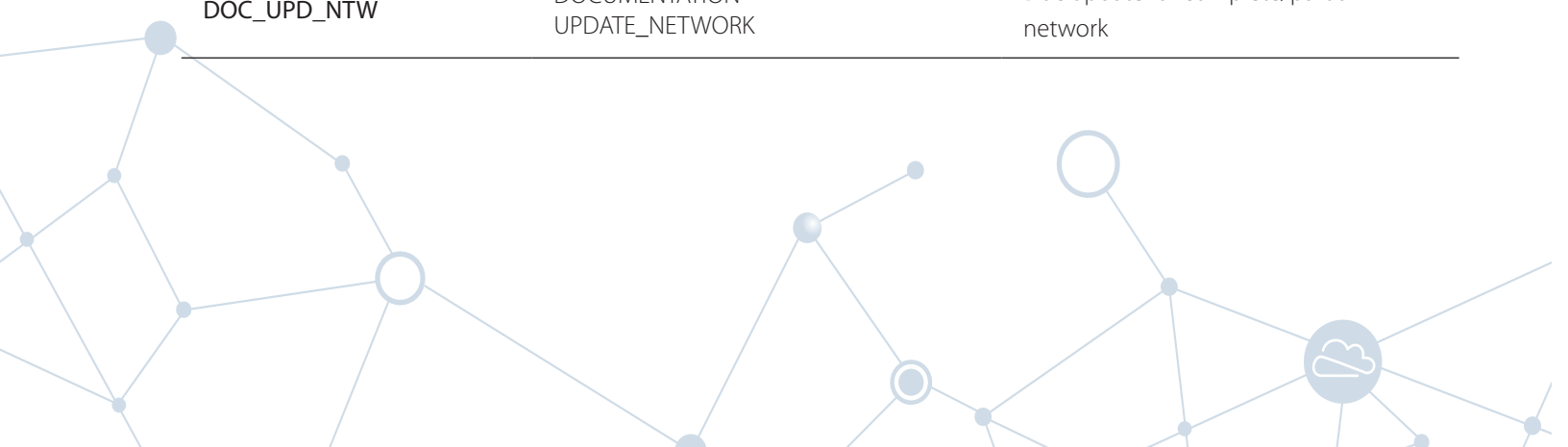
## EQUIPMENT PRE-STAGING

In addition to our standard installation and commissioning services, Ekinops offers to pre-configure and pre-test all systems before shipping to customers. This service greatly simplifies the deployment in the field, increases reliability and all but eliminates any “Dead-On-Arrival (DOA)” situations.

■ **TESTS INCLUDE:**

- Chassis powered up equipped with FAN and MNGT unit
- Verification of proper GUI and CLI operation
- Verification of proper FAN operation
- IP address and site name configured as required (when available)
- Pluggable Modules (PMs) slotted in chassis and verification of proper operation
- Traffic transport modules are configured for transporting the protocols required on customer network (*when available*)
- Traffic transport modules are tested for error free transmission during 12 hours test period

PRODUCT CODE	PRODUCT NAME	DESCRIPTION
STAGING	PRE-STAGING	See above
INST_STD	EF&I	Equipment installation, commissioning and acceptance testing
INST_RTA	RTA_EF&I	Remote technical assistance for installation and commissioning
INST_NMS	NMS_EF&I	Celestis <b>NMS</b> installation and commissioning
DOC	DOCUMENTATION SERVICES	Installation, commissioning and acceptance testing documentation
DOC_UPD_TRP	DOCUMENTATION UPDATE_TRANSPONDER	Doc update traffic blade price by pair of traffic blades
DOC_UPD_NTW	DOCUMENTATION UPDATE_NETWORK	Doc update for complete/partial network



# OPERATE Services

## WDM TRAINING CLASSES

PRODUCT CODE	COURSE TITLE	DURATION	PRE-REQUISITES
TRA-001	DWDM Basics <b>Description:</b> DWDM Network components ( <i>Line Fiber, Optical Multiplexers, Optical Amplifiers,...</i> ) DWDM Design Main Parameters   DWDM Design Examples	0.5 day	Basic knowledge of high-speed telecommunications
TRA-002	Ekinops360 Platform Overview <b>Description:</b> Platform HW Architecture   Platform SW Architecture Pluggable Modules ( <i>PMs</i> ) detailed description	1.5 day	Basic knowledge of DWDM, SDH/SONET, Ethernet and OTN transport
TRA-003	Ekinops360 Management <b>Description:</b> Management principles   Web based Craft terminal CLI ( <i>Command Line Interface</i> )   SNMP Management	1.0 day	Basic knowledge of SNMP Training Module TRA-002
TRA-004	Ekinops360 Installation & Maintenance <b>Description:</b> Installation, Start-Up, Configuration   Hardware Maintenance Failures Guidelines   Customer Network Architecture	0.5 day	Training Module TRA-002 Training Module TRA-003
TRA-008	Ekinops360 RM_100xx Chassis Alien Wavelength Configuration <b>Description:</b> Platform HW Architecture   Platform SW Architecture   Management principles Web based Craft terminal   CLI ( <i>Command Line Interface</i> ) SNMP Management, Installation, Start-Up, Configuration Hardware Maintenance   Failures Guidelines	1.0 day	Basic knowledge of DWDM, SDH/SONET, Ethernet and OTN transport
TRA-360	Full Training Course TRA-002, TRA-003 and TRA-004 <b>Description:</b> Platform HW Architecture   Platform SW Architecture   Pluggable Modules ( <i>PMs</i> ) detailed description   Management principles   Web based craft terminal CLI ( <i>Command Line Interface</i> )   SNMP Management   Site Installation, Start-Up, Configuration DWDM line tuning procedures   Hardware Maintenance Failures Guidelines   Customer Network Architecture	3.0 days	Basic knowledge of DWDM, SDH/SONET, Ethernet and OTN transport

# OPERATE Services

## OTN TRAINING CLASSES

PRODUCT CODE	COURSE TITLE	DURATION	PRE-REQUISITES
TRA-ETSc_001	OTN Basics <b>Description:</b> OTN technology general overview   OTN Framing and overhead OTN Grooming and Hierarchy   OTN Protection schemes	0.5 day	Basic knowledge of high-speed telecommunications
TRA-ETSc_002	Ekinops ETSc Platform Overview <b>Description:</b> Chassis HW Architecture   Pluggable Modules detailed description	1.5 day	Basic knowledge of OTN
TRA-ETSc_003	Ekinops ETSc Management <b>Description:</b> ETSc administration ( <i>ConfD</i> )   ETSc local configuration ( <i>XML files</i> )   Management principles Web based Craft terminal   CLI ( <i>Command Line Interface</i> )   NETCONF and YANG general overview	1.0 day	Basic knowledge of OTN
TRA-ETSc_004	Ekinops ETSc Installation & Maintenance <b>Description:</b> Installation, Start-Up, Configuration   Hardware Maintenance Failures Guidelines	0.5 day	Basic knowledge of OTN
TRA-ETSc	Ekinops ETSc full training course TRA_ETSc_002 TRA_ETSc_003 TRA_ETSc_004 <b>Description:</b> Chassis HW Architecture   Pluggable Modules detailed description   ETSc administration ( <i>ConfD</i> )   ETSc local configuration ( <i>XML files</i> )   Management principles   Web based Craft terminal   CLI ( <i>Command Line Interface</i> )   NETCONF and YANG general overview   Installation, Start-Up, Configuration   Hardware Maintenance   Failures Guidelines	3.0 days	Basic knowledge of OTN

# OPERATE Services

Celestis NMS TRAINING CLASSES

PRODUCT CODE	COURSE TITLE	DURATION	PRE-REQUISITES
TRA-NMS	EKINOPS <b>CelestisNMS</b> Full Training Course  <b>Description:</b> Celestis NMS Administration   Creating Networks   Creating Network Elements Managing a network ( <i>viewing alarms, viewing inventory, configuration backup and restore, ...</i> )   Topological links Services ( <i>span, wavelength, client</i> )   Creating/Deleting a Topological link   Creating/Deleting a span service   Creating/Deleting a wavelength service   Creating/Deleting a client service   Monitoring TLs and services	2.0 days	Training Module TRA-360
TRA-NMS_WDM-OTN	EKINOPS <b>CelestisNMS</b> Full Training Course  <b>Description:</b> Celestis NMS Administration   Creating Networks   Creating Network Elements Managing a network ( <i>viewing alarms, viewing inventory, configuration backup and restore, etc.</i> )   Topological links Services ( <i>span, wavelength, client</i> )   Creating/Deleting a Topological link   Creating/ Deleting a span service   Creating/Deleting a wavelength service   Creating/Deleting a client service   Creating / Deleting OTU Trail   Creation / Deleting OTN Services   Monitoring TLs and services   Monitoring OTU Trail and OTN Services	3.0 days	Training Module TRA-360 Training Module TRA_ETSc



# SUPPORT Services

TECHNICAL ASSISTANCE

**Key benefits for implementing a support agreement include:**

- Priority support status
- Increase network availability
- Faster time to problem resolution
- Control operational costs
- Maximize network operational efficiency
- Priority access to subject matter experts
- Access to the on-line trouble ticketing system



SUPPORT & MAINTENANCE



SUPPORT & MAINTENANCE



SUPPORT & MAINTENANCE

**HARDWARE TECHNICAL SUPPORT**

**HARDWARE & NMS TECHNICAL SUPPORT**

PACKAGE	BRONZE	SILVER	GOLD
PRODUCT CODE	SUPPORT_BRONZE	SUPPORT_SILVER	SUPPORT_GOLD
REMOVED TECHNICAL SUPPORT	Business hours	24 x 7 x 365	24 x 7 x 365
ON-LINE 'EKINOPS SUPPORT' ACCESS	■	■	■
SOFTWARE UPDATES (MAINTENANCE RELEASES)	■	■	■
OUT-OF-WARRANTY HARDWARE REPAIR	■	■	■
ADVANCED REPLACEMENT		■	■
NMS TECHNICAL SUPPORT	■	■	■
	Business hours	24 x 7 x 365	24 x 7 x 365
	SUPPORT_BRONZE-HW-NMS	SUPPORT_SILVER-HW-NMS	SUPPORT_GOLD-HW-NMS

**Note:** All Technical Support packages are available in 1-year, 2-year, 3-year and 5-year options.

# SUPPORT Services

TECHNICAL ASSISTANCE | GLOSSARY

## Remote Technical Support

- Access to Ekinops Customer Service Organization (CSO) engineers for remote technical support.

## Business Hours

- North America: 8:00AM-6:00PM CDT (GMT-6), M-F
- EMEA & APAC: 08:00-18:00 CET (GMT +1)

## 24x7x365

- Provides complete 24 x 7 x 365 access to Ekinops CSO (GOLD and SILVER Support Contracts)



## On-Line 'Ekinops Support' Access

- Web access to the latest Ekinops product documentation and product notifications.

## Software Updates (Maintenance Releases)

- Access to the latest generally available software updates, if and when available, for the Ekinops Supported Products.

## Out-of-Warranty Hardware Repair

- Equipment under Silver or Gold maintenance contract can be repaired through our standard RMA procedure. Please refer to the Ekinops Support Agreement for details.

## On-Line Trouble Ticket System

- Access to the Ekinops on-line trouble ticketing system.
- Customers can create and track trouble tickets all the way through to issue resolution.

## Advanced Replacement

- Express next-business day shipment of replacement hardware for all standard plug-in modules, active components, and shelves — Available in North America & Europe only.

## NMS Technical Support

- Access to Ekinops CSO engineers for remote technical support related to Ekinops **CelestisNMS** network management system functions including general network operations, managed services operations, network fault isolation, service provisioning/removal, alarm monitoring and management and other operations.

## ADDITIONAL Services

### ON-SITE TECHNICAL SUPPORT

If an issue cannot be resolved by phone or remote access, Ekinops, at its sole discretion, may dispatch a CSO engineer to the Customer site to continue and assist with the fault resolution effort.

### NEW RELEASE DOCUMENTATION

Ekinops provides all new release documentation in electronic form. Customers that are registered on the SUPPORT section of Ekinops web site are automatically notified every time a new release has been posted with a link directing them to the on-line portal for easy access and downloading.

Documentation includes Release Notes and Product Bulletins detailing any new hardware, software and/or new features included in the newly posted release.

## PRICING & AVAILABILITY

- Price is based on a minimum of one (1.0) day of training.
- Price does not include travel and accommodation expenses.
- Number of students per course is recommended for a maximum of five (5) students.
- Detailed course outlines will be provided upon request.
- Training classes must be scheduled a minimum of six (6) weeks in advance to ensure instructor and equipment availability.

For pricing information, please contact your Ekinops sales representative, local sales office, or your local services organization.



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Visit us online • [www.ekinops.com](http://www.ekinops.com)

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