ALCATEL PROFESSIONAL SERVICES
WiFi Services

Alcatel Professional Services offer a comprehensive services portfolio to complement those of Business Partners in order to fulfill customer requirements and guarantee a maximized satisfaction. The services cover the entire project lifecycle starting from assessment to deployment including project management. All the services contribute to ensure communication systems surpass Customer's expectations.

Business Partners and Customers benefit from the expertise, methodology and experience of Alcatel in the successful deployment of Alcatel Enterprise Solutions.

In order to help Business Partners fulfill the needs of their Customers for a constant accessibility and increased efficiency of their employees thanks to a WiFi converged infrastructure for voice, data and applications, Alcatel Professional Services propose a range of Services for the VoWLAN facility.

VoIP compliance assessment

Today, every business faces unique challenges when migrating to IP telephony. However, Alcatel has the ability to guide this migration, and offers services to ensure informed decisions at every step and a migration that proceeds at a pace to suit the Customer. The Alcatel VoIP Compliance Assessment is the initial element for these services.

The VoIP Compliance Assessment is the best foundation to ensure a smooth IP Telephony migration. The Assessment is designed to:

- Identify potential problems
- Remove or confirm assumptions to minimize risks
- Reduce or avoid expenses in re-design
- Prove VoIP performance via traffic generation & testing

The VoIP Compliance Assessment service provides a detailed analysis of an IP network and its level of compliance for Voice over IP requirements. This assessment includes the generation of actual traffic (VoIP and data) on the Customer's network, and is performed within the Customer's environment prior to the deployment of a Voice over IP solution and may be performed on a regular basis in order to monitor the status of VoIP quality in a customer's network.

WiFi Proof Of Concept

When a company gives the "go-ahead" on a WiFi solution that offers a payback in addition to improved business operations, the company also commits to formalize every step that can guarantee the ROI. The Proof of Concept service helps ensure the expected performance of the infrastructure and the promised payback.

When Business Partners entrust Alcatel Experts with the validation of the design and functionality of a concept or solution, they:

- Reinforce confidence in Alcatel Enterprise Mobility Solutions
- Verify the design of the WiFi solution and interoperability with other manufacturers' products and applications embedded in the overall solution before the go-live period
- Avoid potential issues and add further assurances for seamless implementation or migration
- Shorten the time needed to deploy the solution

The Proof of Concept service provides state-of-the-art tests and modeling designed to validate a specific Alcatel solution or to confirm its interoperability and compatibility with non-Alcatel products. These tests can be carried out in an Alcatel lab, at a Business Partner lab, or in the Customer's existing environment in order to demonstrate the viability of the overall solution.

WiFi network audit (site survey)

Alcatel can guide and perform the on-site analysis of the wireless network components and offer a complete service to ensure there is a clear, effective, and accurate understanding of the network so as to avoid costly mistakes in the WiFi network design and Access Points locations.

The WiFi Network Audit service provides the basis for this understanding, by assessing the overall health and performance of a Customer's WiFi Network, this service enables Business Partners and Customers to compare the network against Alcatel's benchmarked database and identify current and/or future wireless network weaknesses.

The WiFi Network Audit service provides a precise assessment of the WiFi network's performance and overall health using the Alcatel site survey tool. This audit provides a review of the current topology and can include a review of the network architecture, an analysis of the traffic flows, and an observation of the Quality of Service (QoS), depending on requirements. An audit may include all of the following steps, depending on the comprehensiveness requested:

Step 1 – QoS collection - The compilation of network health indicators.
Step 2 – User expectations - Visits and interviews to collect network information, to specify needs, and then analyze the QoS indicators .
Step 3 – WiFi coverage status - WiFi coverage measurements are compared to the Customer's expectations.

The WiFi Network Audit can also be performed in a pre-sales phase prior to a complete installation.

In certain industrial environments such as hangars, workshops, foundries, tool & die shops, hospitals, and other locations where large numbers of metal surfaces in the environment can cause WiFi reflections and potential signal distortions, it is particularly important to perform this type of in-depth evaluation. The inclusion of relevant speech tests and functional control, before or after the installation of the Access Points, makes it possible to achieve optimal results.

Security audit
High level risk analysis based on interviews and review of the existing documentation on the WLAN's security policy. The audit service does not include any network testing.

Security design

Design or redesign of a secured WLAN technical architecture for the Customer's WLAN based on their security policy and procedures.

In addition to the Mobility specific Services offering, Alcatel Professional Services propose Business Partners the following Services Portfolio:

Network design
Alcatel design and/or validation of the optimal voice, data or converged solution architecture, migration plan and operating recommendations for the implementation.

Radio Network design
Alcatel design and/or validation of an optimal radio network architecture, migration plan and operating recommendations for the implementation.

Solution Development & Integration
Development, integration or customization based on Alcatel Open Communication Platforms such as Contact Centre solutions to fit specific Customer requirements and environment.

Staging
Hardware and software pre-configuration and testing operations prior to delivery, designed to optimize deployment and reduce on-site installation time.

Factory Acceptance
As a supplement to Staging, Factory Acceptance consists of formal testing and acceptance processes from basic products inventory to Customer defined acceptance test plan.

On-site / Remote assistance to deployment
Assistance to Business Partners technical resources with data collection, installation, parameter loading, site acceptance and other implementation tasks.

On-line secured cutover
A remote access to technical expertise during the critical phases of the deployment, providing an upfront validation of the design, guidelines and recommendations for the implementation and Hotline Access.

Resident Engineer
On-site Alcatel expert for medium/long-term mission providing the Customer with direct technical support assistance on Alcatel solutions for enterprise.

Project Management
Technical and logistical co-ordination of standard, complex or multinational solutions during all phases of the project deployment.

For more information and request for a proposal, contact Professional Services team:

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