

Zhone Professional Services

Customer Services Overview

Accelerating Deployment. Reducing Risk. Optimizing Network Operations.

Zhone Professional Services provide expert guidance and hands on support to help service providers and enterprises successfully design, deploy, and operate Zhone access and optical network solutions. Delivered by experienced engineers, architects, and operations specialists, these services are designed to reduce deployment risk, accelerate time to value, and improve long term operational efficiency.

Zhone services are modular and flexible—customers can engage individual services as needed or combine them into a complete lifecycle engagement spanning planning, deployment, optimization, and ongoing operations.



Why Zhone Professional Services

Customers choose Zhone Professional Services to:

- + Accelerate deployments with proven methodologies and expert execution
- + Reduce operational risk through structured planning and validation
- + Extend internal teams with deep platform and domain expertise
- + Improve service quality and network performance
- + Align delivery with existing tools, processes, and governance

Our teams work collaboratively with customer stakeholders to ensure services are aligned with business objectives, technical requirements, and operational standards.

Service Delivery Model

Zhone Professional Services are delivered through a combination of remote and on site engagements, depending on service scope and customer preference.

All services follow a structured delivery approach emphasizing:

- + Clear scope definition and prerequisites
- + Documented deliverables and validation
- + Coordination with customer change and approval processes
- + Knowledge transfer and operational readiness

