

# Zhone Professional Services

## Services Overview

Zhone Professional Services provide expert planning, deployment, optimization, and operational support to help customers successfully implement and operate Zhone access and optical network solutions. Services are delivered by experienced engineers, architects, and program managers and can be provided remotely or on site depending on service scope.

These offerings are modular and can be combined to support the full lifecycle of a network—from initial design through deployment, optimization, and managed operations.

## Service Categories

### Project & Program Management

Project Management Services provide structured governance and coordination for Zhone professional services engagements.

#### Key Capabilities

- + Project initiation and onboarding
- + Integrated project planning and scheduling
- + Risk, issue, and dependency tracking
- + Change coordination support
- + Stakeholder communication and reporting
- + Project closeout and knowledge transfer



### On-Site Engineering Support

Resident Engineer Services provide dedicated, on-site expertise to support day-to-day operations and escalations.

#### Key Capabilities

- + On-site operational and troubleshooting support
- + Execution of approved standard changes
- + Incident triage and escalation coordination
- + Hands-and-eyes support for remote teams
- + Operational documentation updates

Coverage models and duration are tailored to customer needs.



## Pre-Go-Live Support

Designed to assist customers or partners during final readiness activities prior to service launch.

### Partner-Facing Pre-Go-Live Support

- + Remote troubleshooting and readiness assistance
- + Review of partner-provided configurations and artifacts
- + Go-live risk identification and mitigation guidance

### Customer-Facing Pre-Go-Live Support

- + Remote assistance for customer-managed installations
- + Configuration and turn-up guidance
- + Troubleshooting of pre-production issues



## Software Upgrade Services

Planned, structured software upgrade execution for supported platforms.

### Key Capabilities

- + Upgrade planning and method of procedure (MOP)
- + Pre-upgrade readiness checks
- + Backup and rollback planning
- + Upgrade execution support
- + Post-upgrade validation and reporting



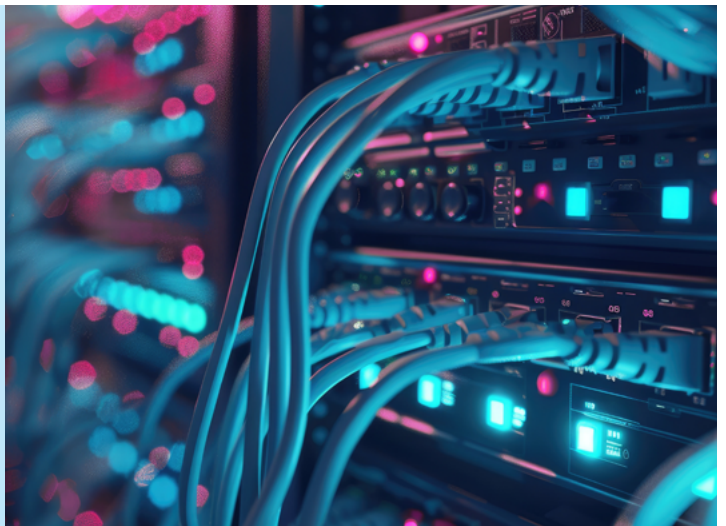
## Optical Network Design

Comprehensive, customer-retainable optical network design services.

### Key Capabilities

- + End-to-end optical topology design
- + Fiber-to-port connectivity documentation
- + Shelf, node, and ROADM degree planning
- + Link budget analysis
- + Design assumptions and implementation guidance
- + Coverage models

Ideal for new builds, expansions, and redesigns.



## Training & Education

Structured training programs to enable operations, engineering, and architecture teams.

### Key Capabilities

- + Instructor led training (remote or on site)
- + Role based curriculum (Operations, NOC, Engineering)
- + Platform specific content
- + Hands on labs (where applicable)
- + Training materials and knowledge reinforcement



## Equipment Staging

Pre-deployment staging to accelerate field installation.

### Key Capabilities

- + Logical build and software loading
- + Customer configuration application
- + Hardware validation and health checks
- + Inventory tracking and site labeling
- + Direct-to-site shipment coordination



## Installation Services

### Logical Installation (Remote)

Remote configuration and network integration support.

### Key Capabilities

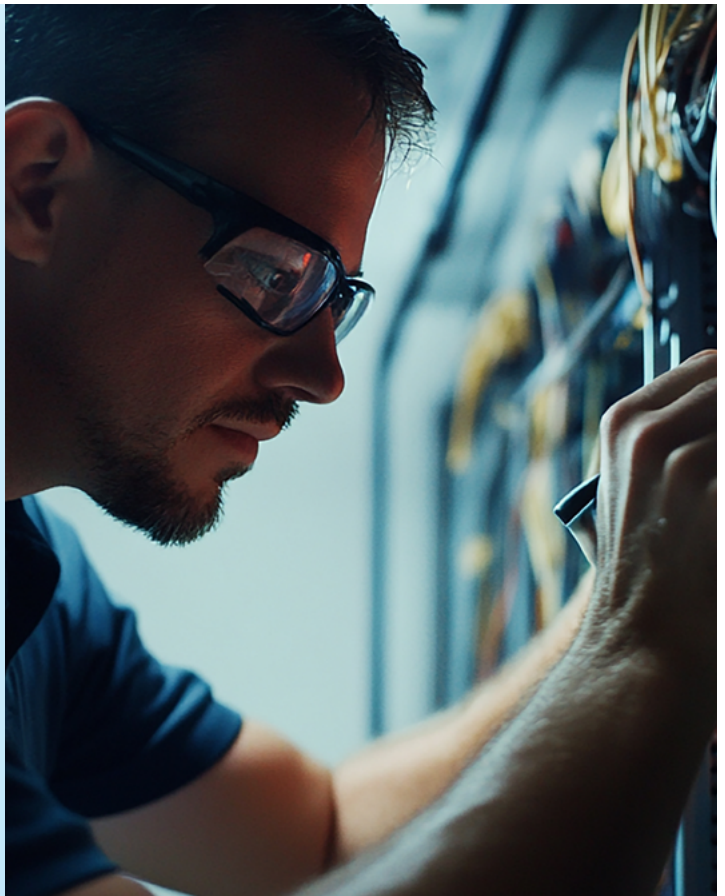
- + Base system configuration
- + Network and service integration
- + Monitoring and management onboarding
- + Validation testing
- + As-built documentation

### Physical Installation (On-Site)

On-site hardware installation services.

### Key Capabilities

- + Rack and stack
- + Power and network connectivity
- + Basic reachability verification
- + Handoff to remote configuration teams



## Equipment Health Check

Point-in-time assessment of network health and configuration hygiene.

### Key Capabilities

- + Software and configuration review
- + Alarm and event analysis
- + Capacity and utilization indicators
- + Risk identification
- + Prioritized remediation recommendations
- + Findings review session



## Platform Performance & Insights

Advanced performance analytics and operational insights.

### Key Capabilities

- + Performance and capacity dashboards
- + Trend and hotspot analysis
- + KPI definition and reporting
- + Periodic insights reporting
- + Executive and operational readouts

Leverages Zhone data collection and customer analytics environments.



## Managed Network Operations Center (NOC)

Zhone-managed monitoring and operational support services.

### Key Capabilities

- + 24x7 or business-hours monitoring
- + Incident and ticket management
- + Escalation coordination
- + Operational reporting
- + Tiered service models (monitoring through proactive management)

Hardware repair and on-site dispatch services are available separately.



## Emergency Services

### Emergency Turn-Up Support

Rapid response assistance to restore systems following outages or disasters.

#### Key Capabilities

- + Emergency triage and recovery
- + Configuration restoration
- + Validation and stabilization
- + Best-effort rebuild support

### Emergency Advanced Replacement Services

Logistics and coordination for expedited replacement of failed hardware, when applicable.



## Custom Scripting Services

Custom automation to perform large-scale or complex platform changes.

#### Key Capabilities

- + Discovery and requirements definition
- + Custom script design and execution
- + Controlled change execution with validation
- + Completion reporting



## Why Zhone Professional Services

- + Deep platform expertise
- + Flexible, modular service options
- + Proven delivery methodology
- + Lifecycle coverage from design to operations
- + Alignment with customer processes and tools

## Next Steps

Contact your Zhone representative to identify the right combination of services for your network objectives.