

Making the difference

To get the most value out of their iPatch Solution, customers need more than the iPatch Solution itself. Onsite technical support, configuration services, managed services, maintenance, software upgrades and integration services are all important considerations. Customers need to concentrate on business initiatives, knowing that their Intelligent Infrastructure Solution has been designed, configured and installed correctly, and that in the event troubleshooting or technical assistance is required, an iPatch BusinessPartner, backed by CommScope's expertise, can provide the support necessary to keep their system operational. This support may be a combination of services, including but not limited to:

- Database configuration
- Floor-plan Integration
- Software and hardware updates/maintenance (SLAs)
- User training
- Process integration
- Software integration with external applications
- Remote or onsite support management:
 - Infrastructure administration/quality
 - Documentation in support of compliance
 - Capacity
 - Configuration
 - Resources
 - Risk/Security
- Physical tracking of IT assets
- Disaster recovery support
- Data center infrastructure planning and administration — server deployment



For more information about the CommScope iPatch BusinessPartner Program, please visit www.commscope.com

SYSTIMAX® iPatch® BusinessPartner Program



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SYSTIMAX®
SOLUTIONS



Comprehensive support options

There are two types of iPatch accreditation:

Certified iPatch System Integrator

Certified iPatch Solution BusinessPartner

Certified iPatch System Integrators have demonstrated software configuration, development and integration expertise. System Integrators provide iPatch software setup, configuration and support services, as well as post-deployment integration services that focus on integrating iPatch into IT workflow processes.

When required, Certified iPatch System Integrators team up with an Authorised / Certified CommScope BusinessPartner, Certified iPatch Solution BusinessPartner, to install a fully functional iPatch infrastructure, including CommScope SCS cabling and components.

Certified iPatch Solution BusinessPartners provide setup, configuration and support services including the design, installation and configuration of complete iPatch projects. In addition, Certified iPatch Solution BusinessPartners offer both hardware and software extended warranties, customer onsite iPatch System support services and iPatch-based managed services (like Moves, Adds, Changes).

Certified iPatch Solution BusinessPartners that have software integration expertise may also hold the Certified iPatch System Integrator accreditation. In case a Certified iPatch Solution BusinessPartner does not have software integration skills they should partner with a Certified iPatch System Integrator where appropriate.

The SYSTIMAX® iPatch® Intelligent Infrastructure Solution provides a variety of benefits including improved IT efficiency, enhanced productivity and increased physical security of networks.

The iPatch BusinessPartner Program is designed to help customers invest confidently in Intelligent Infrastructure Solutions, realize the return on investment associated with Intelligent Infrastructures, find trained and qualified BusinessPartners to design, install and support their iPatch infrastructure and integrate iPatch Solutions into their everyday workflow processes.

Helping customers get more from their iPatch investment

Services and support offered by iPatch BusinessPartners include:

- Resources to configure iPatch software and databases, allowing internal resources to focus on other strategic initiatives
- Experts that can quickly install the product, saving time and money and ensuring that systems are up and running with mission-critical operations
- Knowledgeable and qualified personnel that can correctly configure and initialize the solution
- Onsite training and quick-start instructions from experienced Intelligent Infrastructure Specialists who can give tips on getting the most from the solution

Connecting customers with the right experts

In order to install, implement and support the iPatch System properly, iPatch BusinessPartners must possess a wide set of advanced skills. The following chart illustrates the depth and range of expertise that distinguishes each level of accreditation.

SKILLS	Certified iPatch System Integrator	Certified iPatch Solution BusinessPartner
Structured Cabling Skills <ul style="list-style-type: none"> • Infrastructure design, engineering and installation • Cable routing, preparation and termination 		✓
iPatch Hardware Installation <ul style="list-style-type: none"> • Mounting of iPatch Panels, Rack Manager Plus, Panel Bus • Interconnecting Rack Manager Plus and iPatch panels in a rack 		✓
iPatch Hardware Configuration <ul style="list-style-type: none"> • Programming order of iPatch Panels, programming Rack Manager Plus with IP address, setting up Rack Manager daisy chain / Network Manager daisy chain 	✓	✓
iPatch System Manager Software <ul style="list-style-type: none"> • Software installation, database configuration, data entry • Import / Export tools • Alert and Notification configuration • Reporting 	✓	✓
Computer Skills <ul style="list-style-type: none"> • Windows OS, MS Excel, Internet Explorer • VMware • MS SQL • ODBC 	✓	✓
Networking Skills <ul style="list-style-type: none"> • Understand network design / topology • Network Management Software • SANs, (Wireless) LANs • Switch / Router configurations • Firewalls and ACLs • Server technology • MS Active Directory • SNMP communications • Communication setup between iPatch SM and server PC, and between iPatch SM and managed switches 	✓	✓
Project Management Skills <ul style="list-style-type: none"> • Project Management Institute Certificate • PRINCE2 (Projects in Controlled Environments v.2) • Project+ (Comptia) 	✓	✓
Software Integration Skills <ul style="list-style-type: none"> • Expert knowledge of applications such as Remedy, Cisco Works, HPOV, Tivoli, Crystal Reports, CA Unicenter, What's up Gold, Archibus, Aperture, Heat, MS SQL, Cisco Call Manager and other vendor VoIP systems • XML, SNMP, OPC • Software development skills (XML, SQL, VB, VBS, Java, JS, C++, PERL, .NET) • iPatch External Software Interface tools 	✓	
Process / IT Management Frameworks <ul style="list-style-type: none"> • ITIL™ • CobiT™ • Six Sigma™ • MS Solutions Framework • MS Operations Framework 	✓	✓

CommScope, through its Certified iPatch BusinessPartners, offers customers access to technical professionals and leading experts in the design, installation, configuration and support of Intelligent Infrastructure Solutions. These BusinessPartners receive extensive technical training and support, access to the latest network infrastructure technology, product information and direct communications with CommScope support teams and CommScope Labs.

The Benefits:

- Accreditation as Certified iPatch BusinessPartner
- Recognition as one of the select iPatch BusinessPartners in the market
- Access to the CommScope iPatch Web support tool, InSite™
- Access to iPatch training material
- iPatch sales and marketing support
- iPatch technical support engineering
- Access to iPatch ROI tools and services
- Latest training certifications and iPatch technology and training updates
- iPatch functional demonstration capability