

RUCKUS ICX Professional Services Overview

RUCKUS Professional Services

BENEFITS

Improve Operational Efficiency

- Leverages RUCKUS' in-depth networking expertise to help organizations build high-quality and best practice network solutions
- Employs a consistent and proven Service delivery model
- Enables on-time delivery of fully-managed projects, utilizing subject-matter experts with the right skills and experience to deliver properly commissioned solutions
- Empowers the transformation to a dynamic, next-generation IP network infrastructure to meet current and future business requirements
- Accelerates deployment of network-based applications and technologies to increase productivity

Minimize Risk and Downtime

- RUCKUS has developed best-practice methods for activities that have inherent risk, reducing that risk to a point where it no longer hinders projects

MAXIMIZING INVESTMENTS

To help optimize technology investments, RUCKUS and its partners offer complete solutions that include education, support, and services. For more information, contact a RUCKUS sales partner or visit <http://www.commscope.com>

For more information about RUCKUS Professional Services, contact your Account Manager, Systems Engineer, or email: RuckusProServTeam@commscope.com

DESIGNING, BUILDING, AND DEPLOYING BEST PRACTICE NETWORK INFRASTRUCTURES

Today's organizations have increased demands on their network infrastructures, requiring higher levels of performance, availability, and scalability to take advantage of new IP-based technologies. To increase efficiency and reduce costs, these organizations need intelligent networks that effectively utilize available bandwidth capacity, manage data traffic flow, and ensure network security.

As a leading campus/enterprise networking solutions provider, RUCKUS has the experience to help organizations deploy highly scalable, highly reliable, and high-performance next-generation network infrastructures.

RUCKUS offers end-to-end services that help organizations:

- Design best-in-class network environments with flexibility for future growth
- Optimize network performance to address increased data traffic and data growth
- Deploy Carrier/Service-Provider, Enterprise/Campus, Data Center, and converged Layer-2/3 infrastructure with confidence
- Implement best practices to optimize network configuration and management practices
- Protect investments in existing networks
- Utilize leading-edge technologies and deep technical expertise to build sustainable and highly-available next-generation networks
- Integrate automation for improved efficiencies

SURVEY/ASSESSMENT SERVICES

Organizations interested in optimizing their current environments or implementing new networking solutions should first analyze their existing network infrastructures, along with their current and future business requirements and Key Performance Indicators (KPI's). RUCKUS Survey & Assessment Services can help organizations identify any specific needs and potential problem areas.

This service utilizes capacity and performance tests to identify potential problem areas. It also helps organizations maximize the value of their networks or assess their readiness for building a next-generation network. As part of the assessment, RUCKUS experts will:

- Check network architecture and design for performance, availability, security, consistency and manageability
- Evaluate network infrastructure, application delivery, interconnectivity, router and switch configurations, and performance/asset management
- Analyze application performance goals and problem areas
- Appraise network performance, including traffic patterns, bandwidth optimization, Internet connectivity, and network vulnerabilities
- Assess network security, including compliance issues and best practices
- Review overall readiness to meet the requirements of next-generation networking solutions
- Examine recent Support cases to identify potential trends relating to network issues

At the conclusion of this service, RUCKUS will provide a detailed Network Survey/Assessment Report, present the findings, and discuss recommendations and next steps.

DESIGN SERVICES

RUCKUS Design Services help organizations develop practical design plans considering present and future business requirements that best match their budgets, requirements, performance needs, and schedules. These services offer several design options tailored to organizations' specific needs, whether they need to introduce a partial technology refresh to leverage their existing network infrastructure or would like to perform a significant technology refresh. As part of this service, RUCKUS experts will:

- Review any IP Network Infrastructure Survey/Assessment results
- Analyze current network management tool output or reports for current infrastructure audit data
- Provide design options for leveraging existing infrastructure through a partial or significant technology refresh in areas such as:
 - Converged networks (voice and video over IP, Virtualization, etc.
 - Quality of Service (QoS)
 - L3 services such as VRFs and dynamic routing protocols
 - Application delivery
 - High availability
 - Network management and performance monitoring/reporting
 - Network security
- Identify and communicate resolution needs for any potential implementation gaps or risks
- Create a plan to guide implementation
- Present the final network design plan

IMPLEMENTATION SERVICES

With a final design in place, organizations can begin refining their existing network infrastructures or building new infrastructures in support of new applications, services, locations, etc. RUCKUS Implementation Services provide unmatched expertise in helping organizations install, configure, and validate RUCKUS networking solutions. This service may include:

- Review design requirements
- Document and qualify hardware
- Verify power and test interfaces

- Apply code updates as needed
- Configure and validate new services
- Identify connection points
- Set compatibility parameters
- Integrate new RUCKUS devices per the defined connection
- Support the integration with monitoring and analytics tools
- Perform functionality validation
- Produce as-built and knowledge transfer documentation

TESTING & OPTIMIZATION SERVICES

Continuous improvements for tuning and optimizing your network design, and anticipating future needs are provided by RUCKUS' Testing and Optimization Services thus helping to reduce your CAPEX and OPEX costs. Changes in business direction, new technologies and increased customer demand mean that networks cannot simply be maintained after they are successfully deployed. The ability to proactively evaluate and take corrective action to maximize network performance on an ongoing basis is critical. As part of this service RUCKUS experts will:

- Perform a survey of the network deployment
- Review device configurations
- Apply RUCKUS best practices
- Tune and optimize configurations and settings
- Audit monitoring and alerting policies
- Evaluate performance analytics

Consultants will recommend or implement changes based on the above to ensure your network is tuned and optimized based on current and anticipated demands.

MIGRATION SERVICES

Migrating from aging and/or insufficient infrastructure can be a daunting task, with many moving parts. Coordination of stakeholders is as critical as the technical migration itself. RUCKUS performs highly technical managed migrations using project managers specializing in network migrations, and a team of Engineers that develop and follow proven migration plans and procedures. As part of this service RUCKUS experts will:

- Provide certified Project Management for the planning, execution, and validation for migration activities
- Develop detailed Method of Procedure for migration activities
- Work closely with the customer and third-party vendors to validate each step
- Perform migration activities during scheduled/approved timeframes
- Complete end-to-end validation prior to turn-over of solution
- Administer on-site day-1 monitoring and issue resolution assistance
- Produce as-built and knowledge transfer documentation

TRANSFORM YOUR NETWORK WITH RUCKUS EXPERTS

The RUCKUS Pro Services Engineers have access to a vast RUCKUS knowledge base, product expertise, engineering expertise and all RUCKUS documentation to implement proven configurations. RUCKUS Engineers are RUCKUS and industry certified and have many years of hands on experience delivering network solutions. The valuable transfer of knowledge that our Engineers bring to your staff can reduce risks and disruptions while optimizing network performance.

RUCKUS delivers expert advice, avoids costly mistakes and delays by identifying and actively managing risk factors related to integration, migration, cutover, and management of the enhanced network infrastructure. The core competencies of RUCKUS Engineers include new technology deployments, migrations, architecture design improvements, tuning, optimizing, network error interpretations, documentation, and training. The RUCKUS Engineers provide peace of mind and confidence in the planning and execution of network transformations.



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