

# Spirent Global Services

## Solutions Overview

### **Delivering Realized Value.**

Spirent Global Services is unmatched in its test and measurement, as well as network simulation, solutions for speeding development and certification for new devices. Integrated performance analysis and service assurance solutions from Spirent consistently lower costs for the widespread deployment and operation of new and existing networking services.

The concept of 'realized value' from Spirent Global Services targets our customers gaining the maximum benefit with their Spirent investment. Our commitment to superior customer focus, fortified by continuous planning and training, helps define our formula for successful service delivery. As a result we help anticipate and facilitate dynamic change in our customers' challenging worlds.

### **Solutions geared to your challenges**

Spirent Global Services deliver solutions for Networks and Applications, Mobile Devices and Network Equipment, as well as Positioning and Navigation. Spirent's wide portfolio of services are designed to respond to your challenges. They include: Support Services, Education and Implementation Services, along with a host of Professional Services with targeted testing solutions, as well as engineering, systems integration and automation solutions.

If there is a need for up-to-date software and live technical support, or when limited repair budget for broken hardware is a concern, a **Support Services** contract is a reliable and cost-effective solution. This allows advance budget planning and avoids surprises.

When you need to extract the full benefits of your Spirent investment as quickly as possible, **Implementation Services** deliver the expertise to get you up and running on schedule.

If your team's expertise on new or existing equipment and technologies needs professional enhancement, **Education Services** often provides the right solution.

If you're facing a time-critical project with testing requirements that expand and evolve in complexity and tightening costs, the need for expert help can be effectively addressed by **Professional Services**. Our experts minimize your risk with experienced testing services and maximize your lab and test productivity with proven automation solutions.

Our track record of recognizing the challenges in our customers test or measurement cycles is a key to offering and delivering the right Global Services solution at the right time.

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## Support services: Maximizing productivity

Spirent Support Services ensure that your system technology is always current and operating at maximum performance.

Support Services leave no doubt about the ongoing integrity of your products or network. Companies maximize uptime, preserve technology investments, and manage maintenance expenditures with the following services:

- **Support Plans**— Provide timely access to technical support, product enhancements, and product expertise, so you can reduce downtime through priority response and problem ownership. Also, online tools via our support portal provide customers with software and firmware updates, service bulletins, product documentation, test case, sample scenarios, and a state-of-the-art Knowledge Base with natural language search.
- **Calibration Services**— Ensure that your Spirent equipment operates at peak performance and meets the testing requirements of the applicable standards specification



## Education services: Aiding technology guidance

Spirent Education Services provides up-to-date on the latest technologies, test methods, and solutions. As a result, you can more successfully develop and deploy products or services with the following support:

- **Instructor-Led Training**— Available on-site or customized to meet your company's unique needs and helps students to effectively apply the latest testing methodologies and applications
- **Web and Computer-Based Training**— Provides real-time access to a broad array of technology and test fundamentals coursework. By tapping into Spirent Campus, you gain instant access to comprehensive and cost-effective technical and product training
- **Spirent Certification**— Certifications qualify your testing expertise and provide enhancement of professional credentials



## Professional services: Strengthening internal capabilities and operational efficiencies

Spirent Professional Services adds test methodology and network expertise to your internal mix of resources so your company can focus on executing its core business strategy.

Spirent Professional Services improves operational efficiencies through an analysis of your existing methods and systems. We provide the following expert solution offerings that are custom-tailored for your internal requirements:

- **Implementation Services**— Optimize successful deployment of your Spirent test solutions
- **Integration Services**— Provide the bridge between Spirent and third-party solutions through custom interfaces, automation, and best practices
- **Test Services**— Ensure that new products, technologies and vendors meet your performance requirements to avoid costly surprises after launch of your product or service. Our expert knowledge helps you to identify the most efficient path to improved network performance.
- **Engineering and Automation Services**— Reduce product development risks and shorten time to market by providing lab and test automation solutions, as well as, product experts that are uniquely suited to your custom development needs

## Packaged test services reduce risks and costs

Spirent packaged Professional Services provide quick and proven solutions for situations that would be too risky or expensive for customers to develop or implement in-house. Along with data center, web, security, network and communication services; Spirent offers packaged solution services that span the range of wireline and wireless technologies.

## Service world class delivery

Employing their world class service delivery process—*Discover, Define, Develop, Deliver, Debrief* – Professional Services maximize your productivity and reduce the risk associated with making critical IT decisions by applying proven methodologies that take the guesswork out of testing. Customers who once developed expensive, hard-to-manage in-house solutions are now turning to Spirent Professional Services to reduce cycle times, accelerate product and network deployment, and maximize ROI.

## Spirent services expertise

Spirent provides services expertise for all major communications vendors. Our test methodology and automation experts include IETF engineers and RFC authors who have developed many of the industry's acclaimed benchmarks. They help define standards and performance tests for dozens of industry forums and standards bodies.

## Spirent customers

Spirent has been a pioneer since the advent of network testing and Global Navigation and Satellite Systems simulation and has provided services to customers across a broad range of global industries. These varied business sectors include global navigation satellite systems, aircraft and automotive manufacturers, as well as telecommunications and wireless service providers, network equipment manufacturers, petroleum, education, the media, financial institutions and stock exchanges, technology enterprises and publishing giants. Spirent also services governments worldwide, which includes military and space agency projects.

Spirent performance analysis solutions include instruments and systems that measure and analyze the performance of network equipment, in particular, devices that route voice and data messages to their destination. Service assurance solutions include remote test, fault and performance management systems allowing network service providers to quickly identify network faults and monitor real-time performance.



## About Spirent

As a worldwide provider of integrated performance analysis and service assurance systems for next-generation network technologies, Spirent solutions accelerate the profitable development and deployment of network equipment and services. This is achieved by emulating the real world in the lab and assuring end-to-end performance of large-scale networks.

## Contact us

Contact Spirent now and let our experts help you achieve accelerated realized value at any point in the life cycle of your Spirent testing solution. Call your Spirent sales representative or visit us on the Web at [www.spirent.com](http://www.spirent.com).

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## The Spirent Global Services advantage

Spirent Global Services will modernize your company's internal skill sets, access critical expertise and preserve the existing investment while delivering top quality products and services to your customers.

Gain access to expertise that will transform your business objectives into revenue. Only Spirent delivers this expertise with a breadth of solutions and range of services for end-to-end reliability and continuous high performance.