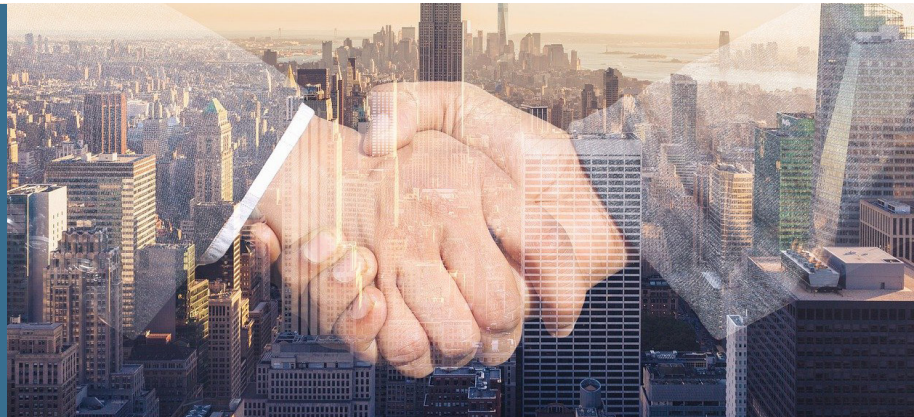


PROFESSIONAL SERVICES

Partner with a
Recognized Expert



Ekinops is committed to keeping your service available and your network optimal



The Ekinops portfolio of professional services encompasses essential elements designed to assist you from the initial stages of service design to post installation. It is our ambition to ensure that our customers benefit from smooth service deployments and deliver carrier-grade SLA based support contracts.

Ekinops professional services have been designed to strengthen the skillset of operations support teams whether delivering physical based or virtualized services.

All of Ekinops service engineers have been trained to the highest industry standards. Customers benefit from access to a global presence of expert support teams backed by a 200+ strong R&D department.

Support

Ekinops provides both 3rd level support and RMA and refurbishment* for our products ensuring network reliability right down to the edge.

3rd level Support

By subscribing to an Ekinops support contract, be assured that you will receive priority SLA based support, ensuring accelerated issue resolution and minimum network impact. Acknowledgement, work-around and resolution of an issue are set according to its level of priority and your engineering teams will have access to dedicated subject experts: voice solution (ISDN/TDM migration and eSBC), Data (IP networks and security), Virtualization, MEF certified Carrier & business Ethernet as well as SD-WAN.

A 3rd level support contract encompasses:

- Access 24/7/365 to the Ekinops Extranet & trouble ticketing system (TAC): the first entry point for reporting all issues
- 8*5 help desk with where possible a single point of contact (SPOC)
- Access to management escalation process
- Maintenance releases, on average every six months, that include; software fixes, vulnerability remediation, and software up-dates (enhancements to existing functionalities)
- Regular support reviews and statistics and issue management



RMA Support (hardware)

Ekinops provides the possibility for customers to protect their investment by extending the warranty coverage beyond our standard warranty times. Depending on the product range hardware warranty extension can be for up to five years.

Refurbishment

Ekinops European RMA facility can also provide refurbishment of products should you wish to extend their usage and recycle.

Security Services



At Ekinops we ensure maximum security through-out the complete chain of production. Our Security Incident Response Team (SIRT) is dedicated to delivering security and protection from vulnerabilities within of software packages. This is achieved thanks to:

- Active monitoring and investigating of security vulnerabilities
- Communication of Security Alert Bulletins (SAB)
- Vulnerability remediation and fixing

Proactive Vulnerability Services

Security can be taken that one step further should you wish to subscribe to the Ekinops Pro-active Vulnerability Service (PVS). You will receive:

- SABs within specific time deadlines, including an early SAB delivered within 1 working day of the CVE release
- Whenever possible vulnerability work-arounds within a predefined timeline
- Quarterly security reviews with Ekinops SIRT

Sanity Check

Ekinops can provide a service where our security team experts will perform advanced security tests based on the customer's specific service configuration/s.

We will test the software package with the Customer's service configuration against known vulnerabilities; resistance to external security attacks and identify any abnormal behavior.

Operate

Ensure optimal solutions management with a portfolio of professional services designed to enhance the knowledge of operations teams and improve productivity.



Training

The goal of our training programs is to enable our customer's staff to be autonomous when working with our solutions. Training objectives cover the ability to; build, architect, deliver and maintain services, whether physical or virtual. Once in-house knowledge is optimal the pay back is improved operational efficiencies and better control of operational costs.

Our training methods are based on both theoretical presentations as well as practical hands-on. Ekinops favours interactive sessions orientated around workshops.



Installation and Commissioning & Assistance

Ekinops provides technical assistance to customers on multiple levels. Whether you are looking to out-source the installation and commissioning of your first SD-WAN customer, or need us to help your teams install the Ekinops pCPE management platform (OneManage,) our experts are on-hand to assist and off-load operational tasks.

Smooth Migration to Software-Defined Networks (SDN)



Ekinops understands that the migration to software-defined networks represents new territory for many Service Providers. There are organizational challenges to gain access to dedicated resources and time. This is why Ekinops has designed a series of advisory services to assist customers with the introduction of SDN.

For Virtualization, services include; evaluating the Customer's pre-selected hardware with required VNFs, integration of the OneOS6-LIM with a specific Orchestrator, integration of third-party VNFs.

For both Virtualization and SD-WAN, in order to help Customers gain a better understanding of the possibilities that these technologies can offer, Ekinops has created what we call starter kits. The package consists of hardware, software and professional services that ensure knowledge transfer to the Customer's engineering teams on how to on-board and start to build a service.

Key benefits

- Expert team working to ensure maximum knowledge transfer
- Facilitate the integration process and ensure best use of resources
- Gain a better understanding of SDN and how to navigate its eco-system



Pricing and Availability

For pricing information, please contact your Ekinops sales representative or local sales office.

About Ekinops

Ekinops is a leading provider of open and fully interoperable Layer 1, 2 and 3 solutions to service providers around the world. Our programmable and highly scalable solutions enable the fast, flexible and cost-effective deployment of new services for both high-speed, high-capacity optical transport networks and virtualization-enabled managed enterprise services

Our product portfolio consists of three highly complementary product and service sets: Ekinops360, OneAccess and Compose.

- Ekinops360 provides optical transport solutions for metro, regional and long-distance networks with WDM for high-capacity point-to-point, ring and optical mesh architectures, and OTN for improved bandwidth utilization and efficient multi-service aggregation.
- OneAccess offers a wide choice of physical and virtualized deployment options for Layer 2 and Layer 3 access network functions.
- Compose supports service providers in making their networks software-defined with a variety of software management tools and services, including the scalable SD-WAN Xpress.

As service providers embrace SDN and NFV deployment models, Ekinops enables future-proofed deployment today, enabling operators to seamlessly migrate to an open, virtualized delivery model at a time of their choosing.

A global organization, with operations in 4 continents; Ekinops (EKI) - a public company traded on the Euronext Paris exchange - is headquartered in Lannion, France, and Ekinops Corp., a wholly-owned subsidiary, is incorporated in the USA.

