As the Consulting and Professional Services extension that complements the tw telecom solution portfolio, tw telecom offers a dedicated Advanced Technical Support (ATS) to assist businesses mitigate risks that can arise and also help minimize implementation complexities.

**Dynamic Expert Team Support from tw telecom**

The Advanced Technical Support team operates on the principle that our clients are best served by a team of carefully selected professionals. Under this team relationship approach, each consultant offers:

- Highly professional technical backgrounds, carefully matched to client and project needs.
- A personal commitment to quality by every project participant.
- Team member project synergy that is accountable to the client’s needs.
- A client-based focus and the ability to quickly respond to subtle, yet often critical, evolving client needs with uncommon flexibility.
- Mature management skills including the ability to work with and facilitate communications between executive level client managers and managers of other organizations.

The process begins with the assessment of your business needs and priorities co-creating a plan that provides you with the expertise and support required to transition to the next level. This level of guidance and support will ensure a seamless and successful Enterprise implementation.

Once activation is complete, your ATS team is at your side ready to assist when issues arise that may impact the health of the business critical applications. When events occur, your designated tw telecom consultant is your single point-of-contact to assess any event and keep the project moving in the right direction.
tw telecom Advanced Technical Support

- Certifications: CCNA, CCNA Wireless specialization, CCDA, CCNP, CCNP-Voice
- Specialties: VoIP (SIP, SCCP (Skinny), MGCP, H.323) integration and interoperability testing, Requirements Analysis; Voice Engineering
- Experience: more than 35 years of combined team experience in specialized services.

Lifecycle Support

- Lifecycle support for additions, changes, consulting and troubleshooting
- Triage of issues across multiple vendors and equipment types

Expert Solutions Customized to Your Technology

tw telecom complements your product solution offering by providing a collaborative approach to optimize engagement value.

Solutions and Deliverables

- **Discovery**: Site by site needs analysis (DC, HC, and Remote Office) to understand current and future state environment needs: LAN Equipment, Protocols, Applications, BW Needs, VLANs, UDP / TCP Traffic. Output: Refined Scope, Design Package, Entrance and Exit Criteria (acceptance criteria).

- **Planning and Design**: Create the plan for day of activation, including configuration and protocol recommendations. Output: change control document, milestones, back-out plan, preliminary configuration guides.

- **Testing**: Real-world validation of configurations in lab or beta environment, fine-tune configurations. Output: ready-to-execute configurations.

- **Migration**: Execute test plan in production environment, adjust configurations, solve any unforeseen issues. Output: effective implementation of services.

- **Lifecycle**: Event management, change control management, regular planning reviews to prepare for future needs.


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