

Strengthening your Networks with **HASSLE-FREE CUSTOMER SERVICE**

Since its inception in the year 2000, Tejas Networks has been delivering world-class services to its customers through Software-Enabled Transformation. It has designed and implemented some of the most complex and mission-critical networks for carriers, governments and utilities worldwide. With a global deployment experience for a blue-chip clientele that includes the world's largest mobile operators, wholesale carriers and utility companies, its networking professionals and product experts have a deep understanding of what it takes to deliver a hassle-free customer service experience. The services support team has extensive experience in Packet Optical, DWDM, PTN, MPLS, OTN and other networking technologies. The end to end services portfolio is designed to optimize Total Cost of Ownership (TCO) for our customers through well researched transformation programs and technology enablers.

Title for Below infographics

350+

Multi Technology
and Product
Specialists

200+

Trained Vendor
teams

100% OTD

(On-time delivery)
through world-class
logistics team

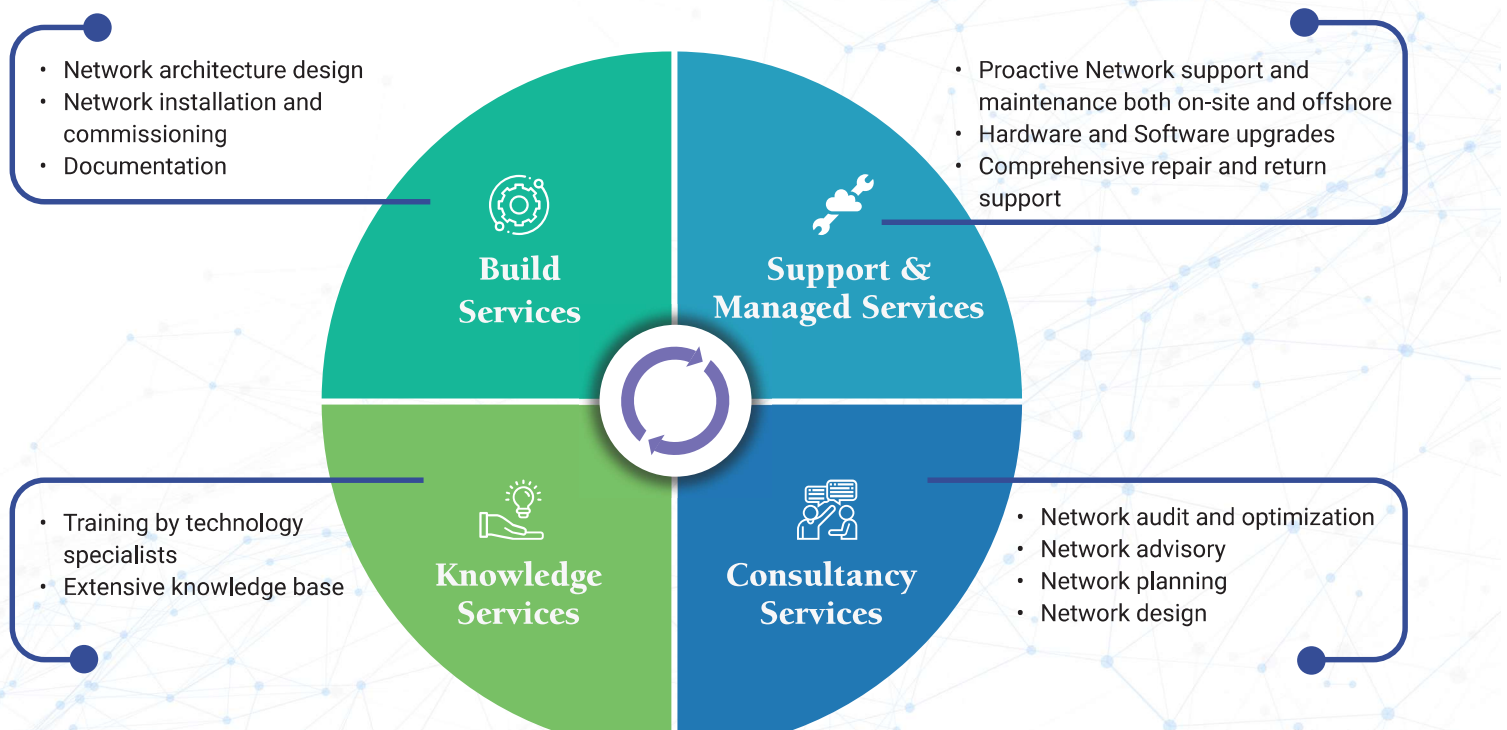
Supporting 475000 systems, deployment
in **75 + Countries**
with **440+ Customers**

24*7 Technical in
Bangalore with 26 support centres across
India, Asia, Africa and Central America

Right first time
to ensure **Zero-Defect
Installations**

99.999%
Network Uptime
delivered consistently

Tejas Networks offers one of the most comprehensive professional services portfolios in the industry covering the entire network delivery lifecycle.





Tejas Networks has a technical team with strong Engineering, Furnishing and Install (EF&I) and project management capabilities to handle the end-to-end network deployments for TSPs, CSPs, Cable MSOs and large enterprises. It handles the delivery of unassembled parts, staged equipment and full turnkey deployments. The Deployment service includes three stages focusing on enabling our customer to launch services to their customers faster (faster 'Time to Market') using 'best in class' delivery engine powered by Workforce Management System (Automated/Dynamic Dispatching of work orders and Advanced Analytics):

- **Pre-staging**

- ▶ Delivery of a fully configured and rigorously tested system
- ▶ Reduced on-site installation, turn-up and testing expenses
- ▶ Reduced service activation time
- ▶ Pilot implementations based on customer requirements
- ▶ Detailed site survey to analyse the existing system and suggest suitable recommendations and justifications

- **Staging**

- ▶ Certified technicians and contractors handle end-to-end onsite deployment
- ▶ Minimal service activation times
- ▶ Adherence to project deployment timelines and plan

- **Post-staging**

- ▶ Acceptance testing to match customer requirement
- ▶ Relevant document creation
- ▶ Receipt of sign-off from customer

Network Managed Services

Tejas Networks offers end-to-end network management, support and maintenance services to ensure faster time-to-market, simplified operations, increased network availability and reduced overall costs and TCO for our customers.

Tejas Managed Services suit is designed with the aim to provide “one stop shop” solution for all Network Operations & Management needs for our customers focusing on end to end services SLAs and Network KPIs, so that our customers can focus on the business aspects (such as marketing and revenue) leaving all the operational worries to us.

Tejas Managed Services works on the principal of base-lining the Network KPIs and drive incremental improvements through engineering/re-engineering the Operational Processes (for example- Network Monitoring, Fault Management, Configuration Management, Performance Management and O&M Processes), Implementation of Tools & Automation, Project Management Best Practices and a solid Governance Process.

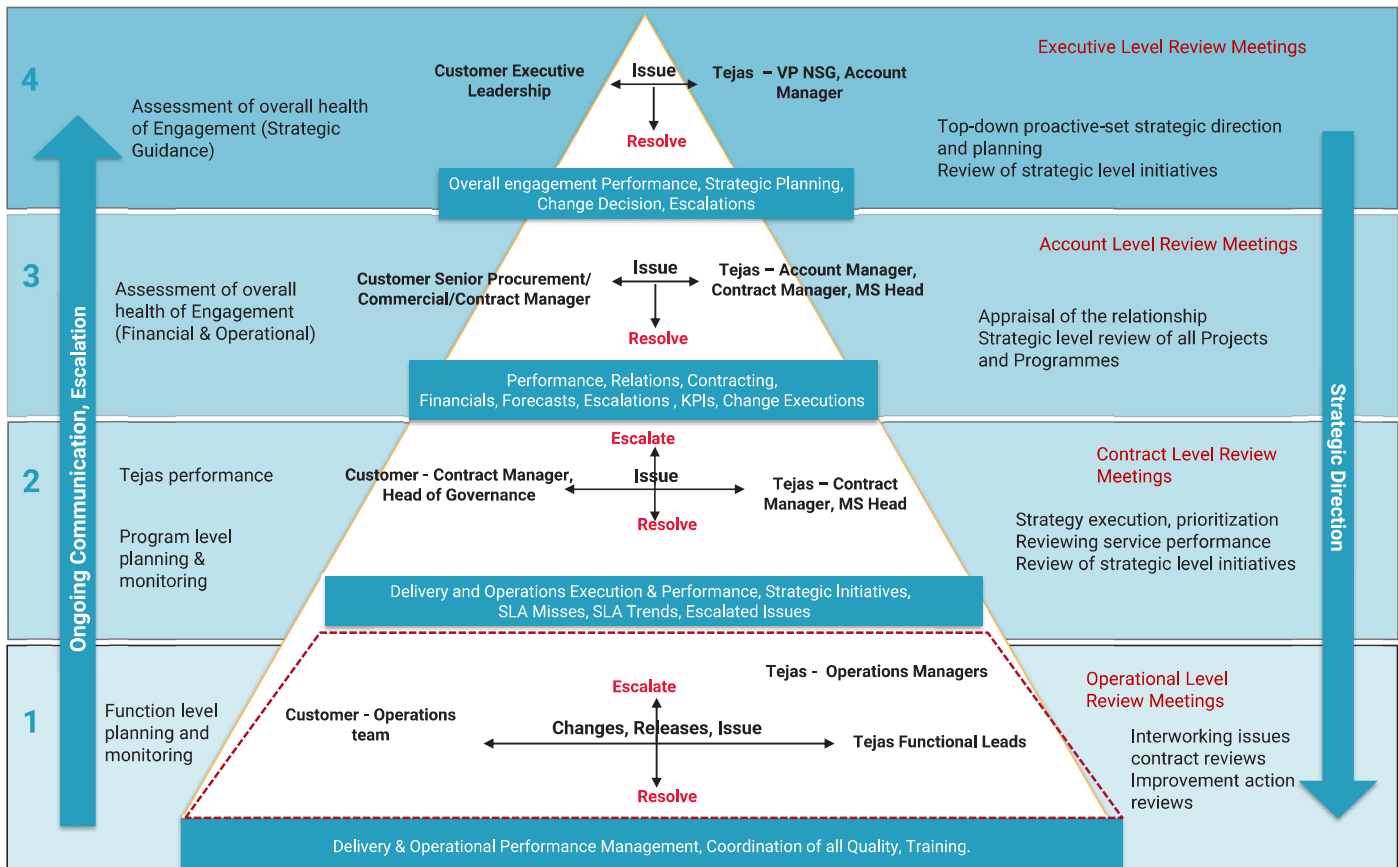
Tejas Managed Services model is built on the philosophy of Proactive Network Monitoring and Predictive Maintenance Philosophy to deliver the best-in-class services experience and quality of service for the customers of our customer.

Some highlights of our Managed Services portfolio are:

- **Global experience with local support**
 - ▶ Support customers globally with 350+ technology and product specialists
 - ▶ Serve customers through leveraged relationship with established OEMs globally.
- **System Engineering and Network Integration support**
 - ▶ Support in designing the network including 3rd party equipment/interfaces
 - ▶ Support in sourcing 3rd party/OEM equipment and integration
 - ▶ Network optimization for maximum utilization of the Network resources/CAPEX
 - ▶ Base-lining the Network KPI and optimize for enhanced end customer experience
- **Design and Maintenance of OSP (Outstation Plant) and Passive Network Infrastructure**
 - ▶ Support in design, implementation and maintenance of Power, Fiber, Cabling and other Telecom Infrastructures (directly or through SI)
 - ▶ Support Civil & construction works associated with trenching, cabling, erection etc.
 - ▶ Support Network Inventory Management & Optimization
- **Design and implementation of the Operational Process Documents**
 - ▶ Design, implement and maintain NOC Infrastructure & Operations
 - ▶ Design & implementation of O&M processes including preventive maintenance schedule
- **24*7 remote technical support**
 - ▶ Round the clock remote technical support through our Technical Assistance Centre (TAC) in Bangalore, India and 26 support centres spread across the globe ('Follow the Sun' model)
 - ▶ Software upgrades for all existing AMC customers without additional costs.
- **Software Updates**
 - ▶ Free software updates for supplied products for customers under Warranty & AMC.
 - ▶ Feature testing and support launch of new features
- **Hardware Repair and Return (R&R service)**
 - ▶ Spares dimensioning and distribution to guarantee 99.999% network uptime
 - ▶ Repair and return service depending on the damage type and warranty details.
 - ▶ Quick advanced replacement services to avoid any network outages.
- **Periodical network performance audit**
 - ▶ Audits to ascertain the validity and reliability of customer networks as per industry best practices & standards.
 - ▶ Preventive maintenance services equipment and facilities maintenance

- Network monitoring**
 - Optimize network performance, employee productivity and minimize infrastructure cost overruns.
 - 24 x 7 x 365 surveillance of network for any faults and performance distortions.
- Resident Engineer/NOC Management Services**
 - Manage customer networks including service management, provisioning and traffic migration with focus on end to end SLA.
 - Design customer NOC for all customer requirements and services.
 - Audit and gap analysis of the current network
 - Train in-house team members for installation and maintenance.
- Dedicated Customer Technical Advocate**
 - Responsible for all technical support deliverables for customer.
 - Works with larger Support and Engineering teams to check for any product issues in customer networks and proactively implement suitable recommendations for customer networks.
 - Performs analytics on health of customer network and provide suggestions for better network performance.

MS Governance Model & Engagement Structure



Network Consultancy Services



Tejas Networks offers a suite of network consultancy services which comprise of site surveys and audits, topology analytics and network planning, and comprehensive testing and validation of the network to enable our customers to get the best out of their investments. The consultancy services are available both off-site and on-site depending on customer needs.



Audit by Tejas specialist

Comprehensive study of the existing as-is system and suggest suitable justifications and recommendations.



Topology Analytics and Network Planning

Leveraging our Predictive Analytics capabilities to provide insights on network investments based on business requirements.



Testing and Validation

State-of-the-art laboratory and testing center in Bangalore for simulating customized testing scenarios and validation



Tejas Networks offers a variety of training programs to enhance the knowledge of the customers.

- **Enrich Portal**
 - ▶ Provision of Knowledge Base portal where customers can access training and self-learning documents to understand more on Tejas products and latest network technologies.
 - ▶ Knowledge transfer to enable customers to provide first line support through 'self-care'
- **Training Centres**
 - ▶ Customized training & certification programs by Tejas Networks team to suit customer needs
 - ▶ Training programs aim at maximizing the customer ability to successfully design, operate, and manage Tejas' products in its networking environment
- **Lab Access**
 - ▶ Learning through experience in world-class training lab facility located in Bangalore
 - ▶ Support remote testing & demonstration of new features

Tejas Networks offers three support packages which have been designed to closely align with the diverse planning and operational needs of our customer communities.

Offering	Diamond	Gold	Silver
24*7 Remote Technical Support	✓	✓	✓
Hardware Repair & Return	✓	✓	
Software Updates	✓	✓	
Dedicated Customer Technical Advocate	✓	✓	
Advance Replacement (within 5 working days)	✓		
Resident Engineer	✓		
Periodical Network Performance Audit	✓		

For further information on our package details and any customer service query, please reach out to us at support@tejasnetworks.com

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Software Enabled Transformation

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