

UTStarcom Services

...Support without Boundaries

Onsite Technical Services



SUPPORT

KEY BENEFITS

- **Improve Operational Efficiency**

With UTStarcom Onsite Technical Services, you have instant access to expert assistance that complements and enhances the effectiveness of your in-house staff.

- **Access an onsite expert**

Our skilled technical experts are always present onsite to assist you with critical technical requirements, hence ensuring business continuity.

- **Utilize supplementary teams on short notice**

Augment your existing manpower for your technical requirements by engaging our personnel as key member of your operations team.

- **Achieve real-time knowledge transfer**

With our onsite technical services you gain access to expert resources as well as a customized training program to enhance the skills of your staff.

The cost and time required to hire and train technical staff can be staggering. Even the most experienced and best managed network engineering and operations teams can find themselves straining to stay abreast of rapidly changing technologies—and wondering where to find expert assistance. In today’s competitive environment the cost and time required to hire, train and retain your technical staff can be challenging. The challenge only gets tougher as the time-to-market window for new services gets smaller.

Even the most experienced and best managed network engineering and operations departments can find themselves needing extra help. With UTStarcom Onsite Technical Services teams, you can increase or supplement your existing technical support capabilities—quickly and cost-effectively. Located worldwide, our highly competent technical support staff can resolve your network support issues within your specific technology requirements.

Our project-based and on-demand services can include a variety of essential capabilities:

- Project-based onsite support
- Expert assistance at your facility
- Onsite dedicated engineer
- Real-time transfer of skills and knowledge

Our proven support methodologies ensure your critical business initiatives are completed cost effectively in less time, and with fewer risks. In addition to this, we help operators and service providers’ stay ahead of the competition by engaging our personnel as key members of their operations team.

Why partner with us for your onsite technical needs? There are several compelling reasons to consider UTStarcom:

- You gain instant access to expert resources.
- We offer proactive review and analysis to optimize network performance and prevent future problems.
- You receive ongoing skills transfer that helps enhance in-house staff knowledge and effectiveness.
- You reduce the risk associated with upgrades and changes.
- You’ll have access to UTStarcom’s R&D team.

DELIVERABLES

Key Deliverables	Description
Project-based onsite support	Provides the quick response, flexibility and range of talent you need to address special project needs
Expert assistance at your location	Enables direct access to dedicated onsite engineering support
Real-time transfer of skills and knowledge	Expands the effectiveness and efficiency of your in-house staff

Project-Based Onsite Technical Support: We offer onsite technical assistance with short-term projects by providing specific expertise that complements your in-house resources. Whether you need expert assistance with a new technology, highly specialized skills to address a pressing issue, or additional resources to help meet project deadlines, UTStarcom is committed to meeting your requirements. We provide the quick response, flexibility and range of talent you need to quickly and accurately resolve technical issues. The following are just a few examples of the project-based support we have provided to existing customers—and can provide to you:

- Establishing guidelines for component configuration settings
- Verifying component configurations to ensure adherence to guidelines
- Performing root-cause analysis to uncover opportunities to change or enhance the network by minimizing or eliminating underlying issues
- Sampling a network to characterize traffic volume, usage patterns and more
- Establishing and documenting service requirements and service level expectations
- Reviewing current network performance and feature functionality for comparison to service requirements and service level expectations

Onsite Dedicated Engineer: This service provides highly experienced engineers who become an integral part of your support organization. These dedicated resources serve as your onsite focal point responsible for a variety of beneficial activities:

- Ensuring rapid resolution of technical support issues
- Performing proactive analysis and offering recommendations to improve network operation and performance
- Ensuring that you have a plan to keep your technology up-to-date with the latest features and system improvements
- Conducting regular reviews of case data and case closure information to identify and eliminate root-cause issues
- Providing informal training to transfer skills and knowledge to your in-house staff
- Supplying periodic performance reports
- Providing expert advice and recommendations for planning and managing network capacity and expansion

Comprehensive Approach

UTStarcom uses proven methodologies to ensure your success. The precise approach required for each project will vary, but our process is based on eight essential steps:

1. Definition of Objectives
2. Project Assessment
3. Solution Design
4. Acceptance
5. Team Formation
6. Delivery
7. Acceptance
8. Ongoing Support

More Information

For more information, please contact your UTStarcom account manager or send an email to services@utstar.com

Please note the information contained herein is for informational purposes only. UTStarcom reserves the right to modify these specifications without prior notice.

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About UTStarcom, Inc.

UTStarcom is a global leader in IP-based, end-to-end networking solutions and international service and support. The company sells its broadband, wireless, and handset solutions to operators in both emerging and established telecommunications markets around the world. UTStarcom enables its customers to rapidly deploy revenue-generating access services using their existing infrastructure, while providing a migration path to cost-efficient, end-to-end IP networks. Founded in 1991 and headquartered in Alameda, California, the company has research and design operations in the United States, China, Korea and India. UTStarcom is a FORTUNE 1000 company. For more information about UTStarcom, visit the company's Web site at www.utstar.com

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