



## Transformation Services

**In today's global marketplace, you rely on your IP telephony environment to unite employees who work remotely, in a branch, or at the office headquarters by providing seamless, effective communications. Whether at the time of deployment, during an upgrade or through an operational review, validating these environments to function properly and meet user expectations is critical.**

Clarus Systems' unique skill set and engagement approach takes an end user's perspective by leveraging the same processes, methodologies, and fundamentals that are directly inherent of the award-winning product, ClarusIPC<sup>®</sup>, which offers:

- ◆ Standardized, centrally managed certification process
- ◆ Iterative testing and troubleshooting throughout project
- ◆ Performance and fail-over testing using realistic scenarios
- ◆ Final certification/full regression testing
- ◆ Comprehensive certification status reports
- ◆ Comprehensive configuration and change reports

### IN PRACTICE

*A leading global Financial Services firm called on Clarus Systems to validate that the recently deployed Cisco environment was built and configured as designed. What was estimated as an 18 month project was cut down to only 12 months and generated the following results:*

- ◆ Elimination of post-cut tickets
- ◆ Accelerated resolution of intra-cut issues  
For example: 20 issues resolved in <2 hours
- ◆ Demonstrable improvements => happier customer
- ◆ Improved productivity and margins for Cisco and deployment teams
- ◆ Faster deployment = faster bookings for Cisco and deployment teams

### One Size Does Not Fit All

Because critical engagement factors such as complexity, size, and duration vary with each IP telephony deployment and/or upgrade, Clarus Systems has designed a tiered services model to accommodate all project levels throughout the communications lifecycle.

Plan: Domain experts help enterprises, SI's and MSPs effectively plan for efficient IP telephony environments.

Design: Pre-deployment configuration reporting

Implement: Activation certification and configuration reporting

Operate: Upgrade services

Optimize: Strategic Optimization Services (SOS)

Through comprehensive end-user certification processes, our transformation services enable deployment teams to standardize the management of projects, significantly improve customer acceptance, and enhance project completion stages. This ensures all critical system, application, and end user features are performing as designed and thus meeting expectations.

The phases and tests performed vary based on the strategic level of the project and is structured to meet the needs of each client, but can include the following:

### Deployment Certification Services Phases

#### Design/System Staging

- ◆ Pre-system/device deployment reports

#### System Deployment

- ◆ Initial certification to verify system availability and performance
- ◆ Problem reporting and isolation, troubleshooting assistance, re-certification

#### Phone Deployment/Site Migration

- ◆ Monitor phone deployment registration status
- ◆ Device/end-user certification
- ◆ Network/facility certification
- ◆ Problem reporting and isolation, troubleshooting assistance, re-certification

*Configuration reports are generated upon completion of this phase.*

#### Final Customer Acceptance

- ◆ Execute final system and end user test certification
- ◆ Report problems to customer within four hours of certification completion
- ◆ Re-run failed tests following issues being reported as resolved

#### Weekly Project Status Reports

- ◆ Generate weekly system & user configuration ('As Built') reports
- ◆ Generate weekly change management reports
- ◆ Generate weekly certification reports (.pdf, .html, .xls, .csv, .doc)

#### Project Closeout

- ◆ Generate final system & user configuration ('As Built') reports
- ◆ Generate final certification reports



## SERVICE LEVELS

### Level I: Basic Deployment Services

- ◆ Single phase deployment
- ◆ 30 – 60 day project
- ◆ Typically includes phone deployment/site migration, final customer acceptance, and project closeout phases
- ◆ Project Support Level: Lead Project Engineer

### Level II: Intermediate Deployment Services

- ◆ Multi-Phase IPT deployment
- ◆ 90 – 180 day project
- ◆ Weekly project planning/issue review meeting
- ◆ Equipment and device deployment testing, problem diagnosis, and resolution verification
- ◆ Project Support Level: Lead Project Engineer

### Level III: Advanced Deployment Services

- ◆ Multi-Phase IPT deployment project
- ◆ 1000 - 5000 phone commitment for a min. of one year
- ◆ Weekly project planning with issue review meetings
- ◆ Monthly account management meetings
- ◆ Custom data export/report development
- ◆ Custom test plan development
- ◆ Equipment and device deployment testing, problem diagnosis and problem verification
- ◆ Project Support Levels: Project Manager, Project Engineers, Account Manager

*Pricing is based on duration and complexity of the engagement.*

## UPGRADE & MIGRATION SERVICES

CUCM | Network | Configuration | End User

Robust IP telephony networks are dynamic and require ongoing validation during and after an upgrade. Clarus Systems performs baseline and post-upgrade certification services as part of a best practice methodology for various types of upgrades.

### Pre-Upgrade

- ◆ Configuration analysis
- ◆ Test plan execution (baseline)
- ◆ Remediation & re-test of pre-upgrade issues
- ◆ Configuration and test plan results report
- ◆ Initial device registration status check

### Post-Upgrade

- ◆ Configuration analysis
- ◆ Test plan execution
- ◆ Configuration and test plan results report

## STRATEGIC OPTIMIZATION SERVICES

Get your deployment back on track and increase end user confidence with Clarus System's Strategic Optimization Services. Leveraging ClarusIPC®, we optimize the performance of systems by conducting strategic operational reviews of deployed networks including analyzing configurations, running certification tests, and diagnosing issues. Working interactively with clients, we fully characterize, isolate, and diagnose the issues through:

- ◆ Pre-production configuration analysis
- ◆ Production test plan execution
- ◆ Production test results analysis
- ◆ Present findings & recommendations

## SERVICE DELIVERY

Clarus Systems provides Service Delivery options to serve various needs. The options and requirements for each level include:

### ClarusIPC® Server Located at Customer Site

This service delivery method utilizes a ClarusIPC® server located in our customer's office/location.

### ClarusIPC® Server Located at Clarus Systems

This service delivery method utilizes a ClarusIPC® server located in the Clarus Systems Service Operations Center (SOC).

The requirements which need to be discussed at the time of evaluation for either option include:

### Network Access

- ◆ VPN/Network access from Clarus Systems Service Operations Center (SOC) to customer's network and ClarusIPC® Server
- ◆ Access control processes and limitations
- ◆ Customer contacts to report access issues

### Client Data

- ◆ Configuration data will be stored/archived on the ClarusIPC® server located in the customer's network
- ◆ Certification & configuration reports will be generated on a server within the Clarus Systems SOC
- ◆ The certification and configuration reports will then be stored on the Service Portal for the specified project

## ABOUT CLARUS:

Clarus Systems, Inc. provides integrated management, testing and monitoring solutions for IP Communication and Contact Center deployments, upgrades and transformations. Privately held and based in Redwood City, Calif., Clarus Systems is widely recognized for its award-winning application, ClarusIPC®, which maximizes system availability and performance through automated, end-to-end testing, monitoring, reporting, troubleshooting, and operations management. With over 350,000 devices tested, Clarus Systems' solutions ensure ongoing, validated telephony environments that can serve as the foundation for unified communications. The company attributes its success to its roster of elite Global 2000 enterprises, system integrators, and managed service providers within the financial services, aerospace & energy, and public sector & education market segments.



Empowering Unified Communications™