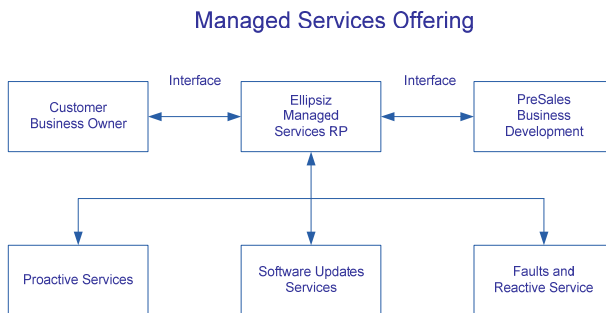




OPERATIONAL ASSURANCE Managed Services

Ellipsiz Communications Managed Service can be customised to meet your business requirements.

Ellipsiz Communications Managed Service offerings are flexible and can be customised to meet your specific needs. They cover a broad range of activities from basic reactive support to a fully managed service.



*“Let us do what we do best,
and you’ll be free to do
what you do best.”*

Interfaces - Managed Service Representative is the single point of contact

Ellipsiz Communications Managed Service Representative (MSR) will act as a single point of contact that will interface with the respective Customer OSS / BSS owners to ensure their needs are met.

Ellipsiz Communications understands that Your Company will have nominated stakeholders for each OSS / BSS solution and therefore the MSR will be responsible for interfacing with this person.

It is expected that the MSR will regularly meet with these stakeholders to review system activity, provide reports and to determine if there are other activities required to be done.

The outputs of these meetings will be inputs to the overall programme run by Ellipsiz Communications for your Company



Proactive Services

Ellipsiz Communications Proactive services go beyond the basic reactive support and provision of system availability. This can encompass the following support services:

- Proactive System Health Checks.
- Proactive System Performance Checks.
- System Capacity Planning.
- System configuration changes and admin to enable adaptation of the solutions to Vodafone's network and service changes.
- System administration.
- Ad hoc services as required.
- One on one user training.

Software Updates Services

The Ellipsiz Communications MSR will work with the Ellipsiz Communications technical support team to ensure the OSS solutions in place are up to the most current release and patch level. Deliverables within this work stream include:

- All released software bug fixes & patches.
- Application enhancements.
- New release updates.
- Firmware updates via automatic download to probes from central server.
- Includes all Ellipsiz provided software (OS, middleware, platform, database applications, etc).
- Development and Enhancement News.
- Software Status Bulletins.
- Customer Advisory Notes.
- Forecasted # of releases per year with posted fix & feature Roadmap.
- System specific installation procedures.
- Ellipsiz Communications-managed installations.
- Verification Testing.
- Delta Training.
- Documentation Update.
- System Audit.





Presales Business Development

The Ellipsiz Communications MSR will liaise with the Ellipsiz Communications Account Manager and Program Manager to ensure:

- New service ideas and requirements are feed into the Sales Account Team.
- Internal policies and processes are adhered to.
- Ellipsiz Communications work in an integrated manner with you, your partners, vendors and target customers.
- Information sharing and collaboration occur at a regional and global group level.
- That work outcomes are integrated into the overall Ellipsiz Communications program of work for maximum benefit.
- Relationships are managed at all levels between Ellipsiz Communications and You, the Customer.

Faults and Reactive Services

Ellipsiz Communications support services include reactive services which provide:

- Remote system troubleshooting and diagnostics:
 - Over the phone and via remote system access.
 - From dedicated and experienced Ellipsiz Support Engineers as well as backup specialist resources.
 - Troubleshooting up to isolation of faulty hardware.
- Trouble ticket management and case documentation.
- Call / Problem ownership until final resolution.
- Escalation management.
- Dispatch to our tier 2 or tier 3 resources.
- On-site engineer dispatch.
- Problem/history documented for future use.
- Fixed maintenance costs.
- Unlimited calls during contracted coverage hours.

