product information

Ascend

# Global Integration Services



Time to Market Solutions

ASCEND

Where Network Solutions Never End™



# Ascend Global Integration Services

Your networkÑand the information it carriesÑis a critical factor in your companyÕs success. So critical, that to maximize business opportunities, withstand competitive pressures and deliver new services or applications faster, you need a total solutionÑa network designed, managed and maintained for optimum performance. No one is better prepared to provide you with this total solution than Ascend Global Integration Services (GIS).

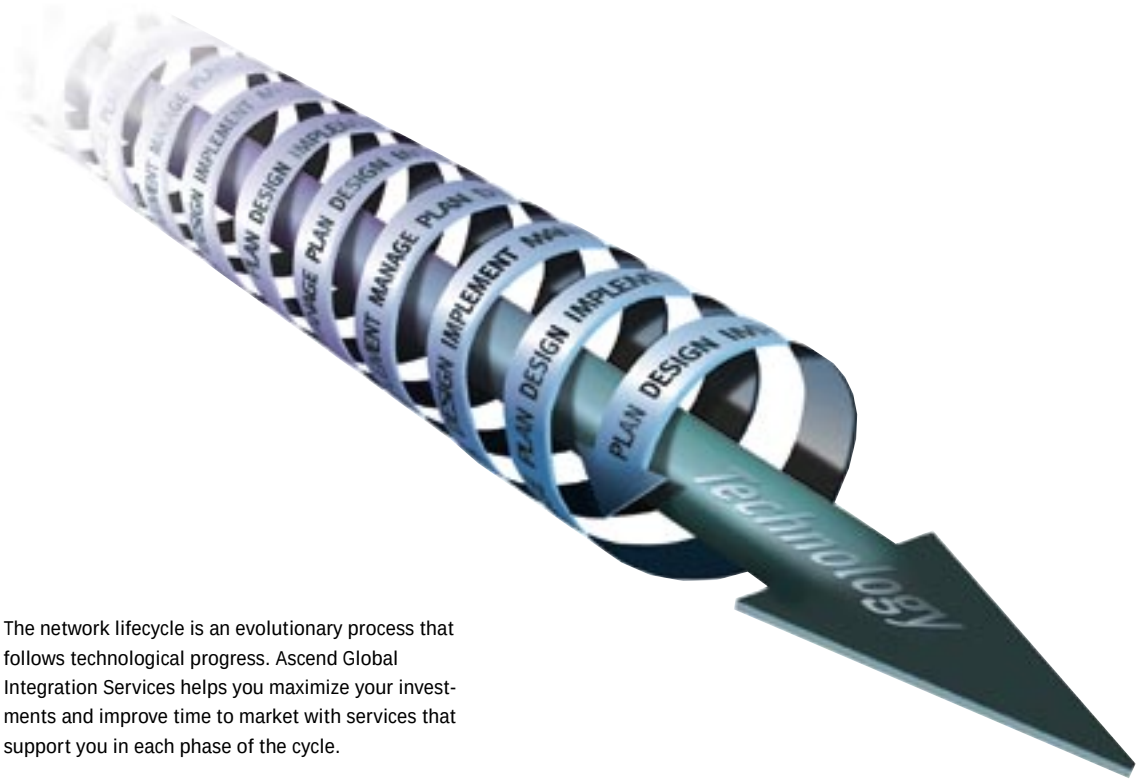
GIS leverages your investment in Ascend technology by delivering comprehensive, integrated and flexible services on a global basis. As the world leader in wide area networking (WAN) and access technology, Ascend designed these services to ensure the level of responsiveness and expertise you need to stay productive, competitive and profitable.

## Support Beyond The Product Lifecycle

Ascend support extends beyond the product lifecycle. Whether you are a network service provider or an enterprise, our support is focused on your ability to be successful in business — and not on the lifecycle of Ascend products. Our goals are to shorten your time to market, ensure a reliable return on your investment, and align emerging technology with your business objectives.

To accomplish these goals, we've created services that anticipate your needs and provide solutions at critical points along your network's evolution. Our services are designed to work together to provide an unsurpassed level of value and ensure the quality of your network's performance.

### The Network Lifecycle




The network lifecycle is an evolutionary process that follows technological progress. Ascend Global Integration Services helps you maximize your investments and improve time to market with services that support you in each phase of the cycle.

## Complementary Services For Any Network Phase

Every network investment cycle progresses through four primary phases: Planning, Design, Implementation, and Management. Each phase requires a unique set of skills and capabilities in order to develop the best solutions for the challenges and opportunities that inevitably arise.

During the Planning phase, our consultants help you understand where technology is heading and help you decide which ÒnextbigthingÓ is the right thing for you. They take the time to understand how your industry and markets are evolving, and work with you to develop a strategy that aligns technology with your business objectives.

Once the strategy is complete, our consultants are joined by Ascend systems and network engineers for the Design phase. With expertise that spans all major networking architectures and protocols, our engineers integrate our latest technology with your existing infrastructure, creating a solution that is both powerful and cost-effective. Compatibility issues are resolved in advance in our performance labs, where entire networks can be simulated and tested to ensure your performance parameters will be met.

The Implementation phase begins with the assignment of a team of GIS project managers. These professionals have managed some of the largest and most complex network installations in the world. Our cost- and time-managed processes allow us to deliver solutions on time and within budget, with minimal disruption to ongoing network and business operations.

The final phase—ÑManagementÑincompasses a wide range of services including remote and on-site maintenance. These flexible services provide expert support onsite and online, as well as on the phone from Technical Assistance Centers strategically located around the world. On-site service is available in more than 40 countries and can be delivered in as little as four hours. Telephone support is provided around the clock in 140 languages.

Our services also include education and certification programs that help your employees gain the expertise they need to successfully design, operate, manage and maintain your Ascend network. We conduct hands-on classroom courses in Ascend training centers in the Americas, Europe and Asia-Pacific. Upon request, these courses can be customized to your specific needs and taught at your site. We also offer self-paced programs
that cover a wide range of network-related topics.

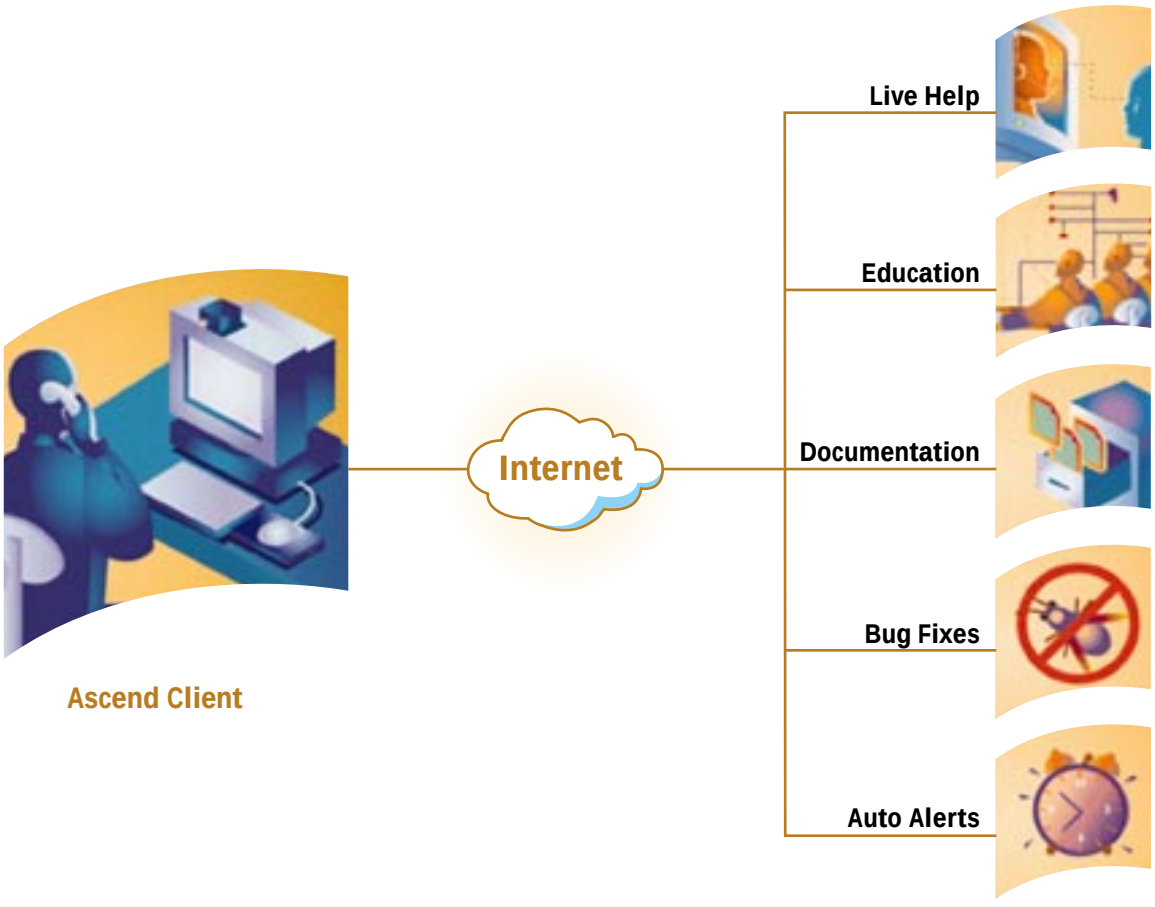
Ascend courses help you prepare for the Ascend certified technical expert examinations. Successfully completing these exams will provide you with credentials signifying solid knowledge and proven skills with Ascend products and the underlying network technology.

## Innovative Service Delivery

Ascend is committed to providing the finest service programs available using the most innovative delivery model in the industry. To make our services faster, more comprehensive and more cost effective, weÕve developed Ascend Online Services.

Ascend Online Services (AOS) sets the standard for Web-based service delivery. Through the use of leading-edge technologies such as chat, audio and video streaming and case-based reasoning, you can receive ÒJust-in-timeÓ delivery of information, education and support. When a technician is needed, one can be reached by simply clicking on an icon. AOS also makes use of push technology to alert you of issues and updates that concern you, enabling you to proactively manage and maintain your network for maximized uptime.

### Innovative Services Delivery




Ascend Online Services delivers information, education and support, when you need it. Not soonerÉnot laterÉbut now!

## Ascend Global Integration Services—The Total Solution

Remember, products make up only part of your network solution. To make the most of your investment, you need support from a company that understands your business objectives as well as your technology. Ascend GIS provides the support you need to bring new services to market faster and get new applications online sooner, making your company more productive, competitive and profitable.

### Ascend Global Support



- Ascend Global Services Centers
- Ascend Education Centers
- GIS Service Point

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Ascend Communications, Inc. develops, manufactures and sells wide area networking solutions for telecommunications carriers, Internet service providers, and corporate customers worldwide. For more information about Ascend and its products, please visit the Ascend Web site at http://www.ascend.com, or e-mail info@ascend.com.

Ascend markets the B-STDX, CBX, GRF, GX, IP, MAX, Multiband, MultiDSL, Navis, Pipeline, SA, SecureConnect and STDX families of products. Ascend products are available in more than 40 countries worldwide.


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