



SIPHON Networks
Unified Communications Security
Managed SBC Services

SIPHON Managed SBC Service Overview

Introduction

SIPHON Networks is a strategic partner for Acme Packet in Northern Europe and has successfully delivered over twenty five major new SBC projects in the last 18 months. All technical staff within SIPHON are fully trained and accredited across all Acme Packet platforms and as a company SIPHON has one of the highest levels of accreditation in EMEA. Our comprehensive services capabilities are provided via team of highly skilled VoIP engineers who provide an expert level of service from real-world experience across both vendor & service provider environments.

Our services portfolio surrounding the Acme Packet SBC platform is extensive and SIPHON provides support to our customers from initial design activity, proof of concept testing, installation & commissioning, configuration templating, interworking & integration, acceptance testing in addition to a comprehensive remote managed services offering. SIPHON can deliver all of these services as a “white labelled” capability to Service Providers who want to offer a Managed SBC service to their Enterprise Customers but utilise external expertise and experience to deliver the service.

Solution Design

The services team at SIPHON Networks has significant experience in the design, deployment, and delivery of Acme Packet SBC solutions. This experience has been built upon the successful implementation of many Enterprise SBC and Carrier SBC projects over the past few years.

To ensure each new SBC platform is delivered in a professional and efficient manner SIPHON utilises an end-to-end solution delivery process – a key part of this is the Solution Design phase. To enable large volume Enterprise SBC rollout SIPHON collects design information via a “standard” site survey template which includes information such as:

- ✓ IP PBX Model(s) & Version(s)
- ✓ IP PBX IP Addressing
- ✓ SBC Management & Service IP Addressing
- ✓ Inbound & Outbound Numbering Formats

This site survey data provides input to Field Engineering teams responsible for deployment of the SBC in a standardised format. This enables configuration templates to be utilised which are referenced against industry and Acme Packet best practices, whilst accommodating Service Provider requirements. Where required SIPHON can also attend design workshops and generate comprehensive design documentation on a per-project basis.

Field Engineering

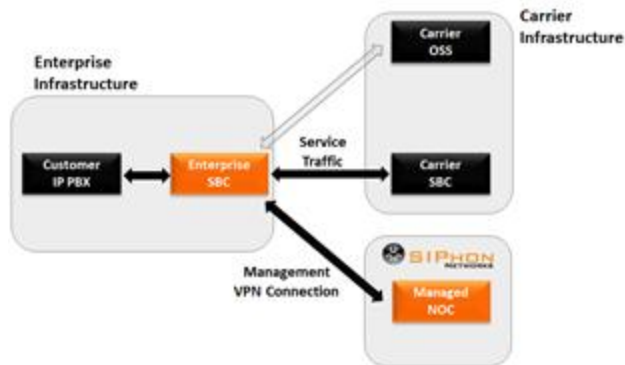
To ensure effective delivery of Enterprise SBC projects SIPHON provides accomplished Field Engineering services. In conjunction with Service Provider partners our Field Engineers ensure the required site and service pre-requisites are met prior to travelling to customer site. Each SBC installation and commissioning is completed as per site survey / solution design documentation, along with the required level of acceptance testing to ensure correct service and platform operation is evident when integrating into the customer environment.

Field Engineering capabilities can be extended to Service Provider partners to cover scenarios where remote engineering & diagnostics are not able to identify service impacting issues, or scenarios where a system fault requires advanced SBC hardware replacement. SIPHON can provide UK national coverage with an agreed on-site SLA to ensure service restoration is achieved in a timely manner.

SIPHON can deliver all of these services as a “white labeled” service to Service Providers who want to offer a Managed SBC service to their Enterprise Customers but utilize external specialist expertise and experience to deliver the service.

Managed NOC Service Overview

The SIPHON Managed SBC Service (shown in diagram below) for Acme products provides 24*7*365 monitoring of the Acme Packet SBC platform via a remote Network Operations Centre (NOC).



Our Managed SBC service includes the following modules; Fault Management, Event Reporting, Remote Configuration, Software Revision Management and Pro-active Administrative Services.

Fault Management

SIPHON Engineers who are fully certified on all Acme Packet platforms will assess and promptly address any platform issues reported according to pre-agreed escalation and fault treatment policies. Services include;

- ✓ Fault Detection/Isolation & Provider Notification
- ✓ Remote fault repair and network element maintenance
- ✓ Escalation
- ✓ Verification of Successful Fault Resolution

Event Reporting

Tickets are generated, filtered and then treated for each SNMP trap (Event) and SIPHON provides periodic reports to summarise all activity and report against target performance metrics. These reports are generally provided on a monthly basis with any major or critical faults updated hourly or daily with full root cause analysis.

Remote Configuration

SIPHON engineers can provide remote support where changes are required on the SBC platform to offer new functionality, address any performance issues or to change the profile of the service being delivered. This work is completed under strict change control procedures and can be completed out of office hours depending on the pre-determined service risk.

Software Revision Management

SIPHON can advise on and manage all software revision control policies on the SBC platform and provide recommendations on any upgrade policies relating to Acme Packet Best Common Practice (BCP) Recommendations or new feature requirements.

Pro-active Administrative Services

SIPHON will use its extensive operational experience with Acme Packet SBC platforms to complete all recommended preventative maintenance activities to optimise the on-going performance of the SBC platform.

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