



SIPHON Networks  
Professional Services for Acme Packet

# SIPHON Professional Services Overview

## **Introduction**

SIPHON Networks is a strategic Reseller and Services partner for Acme Packet and has successfully completed over twenty five SBC deployments in Northern Europe. All field engineering and support staff within SIPHON are fully trained, accredited and experienced across all Acme Packet product types and familiar with both historic and latest software revisions. Our comprehensive services capabilities are provided via team of highly skilled 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 is extensive and SIPHON provides support from initial design activity, installation & commissioning, configuration audits on existing systems, interworking & integration, software upgrade planning and execution, acceptance testing, operational training plus a comprehensive remote managed services offering.

## **Solution Design**

SIPHON Networks has significant experience in the design, deployment, and delivery of SBC solutions. SIPHON field engineering team members are predominantly from Service Provider backgrounds and all have strong levels of experience of the platform in a "live" environment.

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. SIPHON works with customers to identify the Services and Functionality to be delivered and builds a feature list and optimum hardware design.

## **Field Engineering**

In conjunction with Service Provider customers our Field Engineers ensure the required site and service pre-requisites are met prior to travelling to customer site and SIPHON can also "stage" the solution at it's own facility before installation into the network. Each SBC Installation and commissioning process 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.

These Field Engineering Services can be provided to Service Providers and other Resellers on a white labelled basis.

## **Audits on Existing Platforms**

Periodically a Service Provider may wish an independent professional body like SIPHON to come and complete an audit on the SBC platform deployed and to provide recommendations based on industry experience and Acme Packet Best Common Practices (BCP's). These audits involve the production of a full report and SIPHON is also able to carry out the implementation of any recommendations as part of this exercise.

***"SIPHON completed a full and comprehensive report on our Acme Packet SBC platforms and it was a very thorough and useful piece of work that was obviously completed by highly experienced subject matter experts" – Ian Rhodes, Divisional Director, InTechnology PLC***

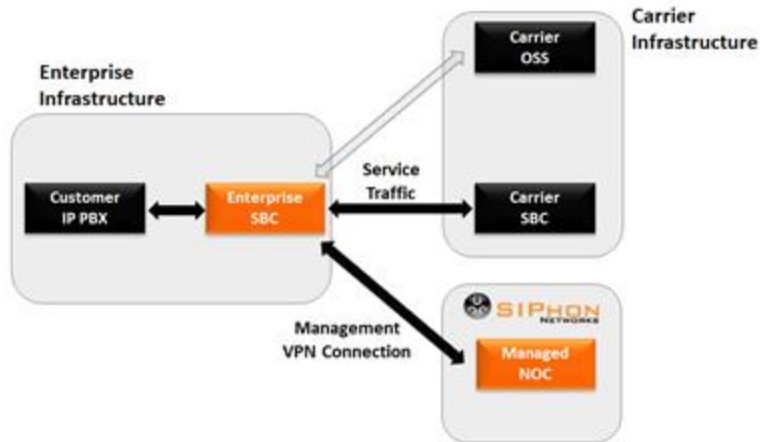
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*Often Service Provider staff are exceptionally busy with "day to day" platform and service activity and need help with activities like software upgrade planning and execution to Release 17.....*

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### Managed NOC Service Overview

The SIPHON Managed SBC/Broadworks Service (shown in diagram below) 24\*7\*365 monitoring of the Acme Packet and Broadworks platforms via a remote Network Operations Centre (NOC).



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

*“SIPHON provides us with additional support from their NOC and enable us to focus on other areas whilst knowing the platform is monitored on a 24\*7\*365 basis by a highly skilled partner” – James Jordan, Head of Networks, Voxclever*

#### Software Upgrade Planning & Execution

SIPHON Engineers have extensive experience in both the planning and subsequent processes to complete a successful software upgrade to a new Acme Packet release. Often Service Provider staff are exceptionally busy with “day to day” platform and service activity and need help with these type of activities – SIPHON takes ownership of the upgrade and completes the process with a mixture of on-site and remote activity.

#### Technical Support

SIPHON provides a full and comprehensive technical support package on all Acme Packet SBC products. This can include providing 1<sup>st</sup> and 2<sup>nd</sup> line support on behalf of 3<sup>rd</sup> party companies using or selling Acme Packet solutions. SIPHON also provides highly responsive hardware repair and replacement services.

#### Operational Training

To complement the official Acme Packet training SIPHON can deliver Operational training to Service Provider staff to provide additional knowledge in running the platform from a Service Providers perspective. SIPHON engineers are mostly from a Service Provider background and this course has been written from experience

*“SIPHON provided training to our engineers on how to get the best from the Acme Packet platforms in a “real-life” deployment scenario and it’s clear they have a deep understanding of the SBC product” – Dan Baines-Holmes, Head of VoIP Networks, Daisy*

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*“To complement the official Broadsoft training SIPHON can deliver Operational training to Service Provider staff to provide additional knowledge in running the platform from a Service Providers perspective.....*

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