



SIPHON Networks
Professional Services for Broadworks

SIPHON Professional Services Overview

Introduction

SIPHON Networks is a strategic Reseller and Services partner for Broadsoft and has successfully completed several Broadworks deployments for Hosted Telephony Providers. All field engineering and support staff within SIPHON are fully trained, accredited and experienced across all Broadworks Server 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 Broadworks suite of Applications 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. SIPHON also has extensive knowledge of all other major technology platforms that need to interwork with Broadworks in an Integrated Hosted Platform including Session Borders Controllers, Provisioning Systems and Customer Premise Equipment (CPE).

Solution Design

SIPHON Networks has significant experience in the design, deployment, and delivery of Broadworks 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 Broadworks 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 Applications to be delivered and builds a feature list and optimum server 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 Application Server 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.

Audits on Existing Platforms

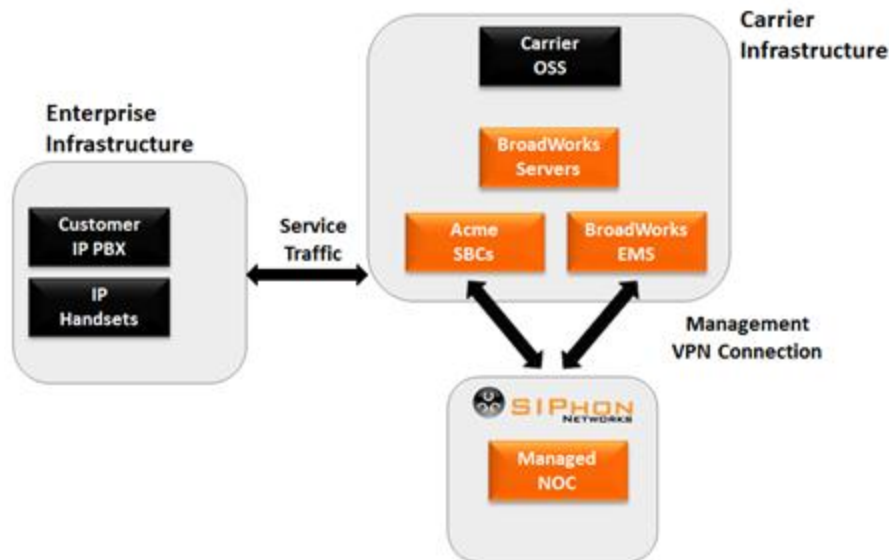
Periodically a Service Provider may wish an independent professional body like SIPHON to come and complete an audit on the Broadworks platform deployed and to provide recommendations based on industry experience and Broadsoft Best Common Practices (BCP's). These audits involve the production of a full 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 Broadwmprehensive report on our Broadorks and 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

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.....

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 Broadworks 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.

“We wanted support for a major software upgrade to Release 17 and we had no hesitation in asking SIPHON. They provide us with support on other products and the Broadworks upgrade was performed successfully and to the usual high standard we have come to expect from them” - Leon Schuurmans, CCO, MTel

Operational Training

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. SIPHON engineers are mostly from a Service Provider background and this course has been written from experience and is delivered by the SIPHON Lead Engineer who has over ten years of experience in running Broadworks platforms.

“SIPHON continues to provide great support to Daisy in providing on-going training to Engineering and Operational staff on the best way to deliver value through our Broadworks platform” – Dan Baines-Holmes, Head of VoIP Networks, Daisy

“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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