

Remove the risk from your multi-vendor infrastructure



White Paper

Contents

Contents2

Executive summary3

The challenge4

Untangling the web4

Getting smart about managing your multi-vendor support5

Eliminate risk and slash costs with NEC’s Multi-Vendor Support Services5

How is NEC’s Multi-Vendor Support Service program structured?5

NEC delivers service excellence via its extensive Regional Support Network6

Conclusion6

Executive Summary

Deploying hardware, software and services from multiple vendors in your communication environment is accepted today as best practice.

The multi-vendor communications environment also poses a number of challenges to businesses. Managing the different support and maintenance contracts linked to each vendor solution is complex.

It requires careful management to ensure optimal efficiency, however most organisations' communications teams do not have the time and resources required to manage this non-core function effectively.

Some of the challenges associated with managing multi-vendor support include:

- Lack of local support
- Unpredictable support costs
- Responsibility/accountability is unclear
- Inefficient, reactive system management

To alleviate the burden of managing multi-vendor support contracts, some organisations set up an internal group dedicated to managing the function. While this may be effective, it is also very expensive.

There is growing demand for a single point of contact for support and maintenance contracts. As such, many Australian organisations are now outsourcing the management of multi-vendor support contracts to dedicated multi-vendor support service providers (MVSSP).

Using the multi-vendor support service delivery model, all of your organisation's network equipment is covered under one maintenance contract provided by one maintenance vendor (or MVSSP).

The maintenance coverage includes equipment from different vendors as well as the maintenance vendor's equipment.

Multi-Vendor support services meet this demand by helping to reduce management complexity by offering a single point of accountability for your communications systems' support and maintenance issues.

A fixed price agreement covering all costs for technical support and maintenance, helps you control annual support costs that, up until now, were unknown and unpredictable.

It is necessary for a multi-vendor support service provider to provide quick, unified access to specialist technical, change management and maintenance resources along with delivering local 24/7 integrated multi-vendor support services for all your new, legacy and specialised communications equipment. Where required this should be delivered via a comprehensive national support network.

The range of multi-vendor support services includes:

- Preventative maintenance
- Configuration management
- Change management
- Obsolescence management
- Return to depot repair to component level
- Field repair
- Spare parts management
- Asset management
- Incident management
- Web and telephone help desk - 24/7/365 support

As organisations increasingly partner with single vendors to deploy whole multi-vendor network solutions, such as Unified Communications (UC), there is increasing demand for the whole multi-vendor network support to be delivered via one vendor.

A single Multi-Vendor National Communications Support saves you time and resources, freeing your staff to concentrate on core business issues and eliminating unpredictable vendor service costs.

White Paper

The Challenge

To achieve best practice communication systems, it is necessary to deploy hardware, software and services from multiple vendors.

To date, you have had little choice but to implement multi-vendor communication environments as no single vendor can offer all the best-of-breed hardware, software and services you need to meet your communication requirements.

However, the multi-vendor communications environment poses a number of challenges to your business. Managing the multitude of support and maintenance contracts linked to each vendor solution is a complex and often very costly exercise.

Each vendor solution has its own unique support and maintenance contract with different requirements relating to pricing and reporting structures, response and resolution times, spare parts provision and maintenance, and so on.

The increasing complexity of the communication network as it accommodates increased use of video-based traffic and next-generation applications such as UC is making the management of multiple support contracts even more difficult.

With each vendor that enters the environment comes another complex array of support and maintenance requirements. Your organisations' communications departments must invest valuable time and resources to manage this non-core business function, diverting them from core business activities of greater strategic value to the company.

Managing a multi-vendor communication environment with many different support contracts poses a number of challenges. These include:

- **Lack of local support** – Your organisation has a communication system that has grown organically over the years as new technology has become available. Now much of the legacy equipment is no longer supported by the OEM or there is no local support available.
- **Unpredictable support costs** – Your organisation has bought and installed its own communication system. You carry spares and employ support staff to maintain the system. Your annual support costs are high, unpredictable and not easily quantifiable.
- **Responsibility/accountability is unclear** - Your organisation's communication system is made up of differing OEM equipment. You often have to arbitrate between different support agents when something fails. Responsibility/accountability is unclear.
- **Inefficient, reactive system management** - You generally wait for equipment to fail before considering your support options. When a failure occurs your organisation suffers lengthy outages. You cannot measure performance or

predict system degradation. You do not monitor system operation nor employ preventative maintenance.

- **Poor configuration management** – Your organisation has a distributed network but you are unsure of each node's configuration. Your system assets and their status are largely unknown.
- **Low ROI** - Your organisation's communication system is operational but you're not sure if it is optimised for performance and operating cost. It is probably not performing at its peak and costs more than it should to run.
- **Change management** - You want to add to or change the communication system but are unsure what options are available and how to implement with minimum disruption and cost.

So what can you do to overcome these challenges?

Untangling the web

For most organisations the responsibility for managing multiple vendor support contracts falls squarely with the Communications or Maintenance Manager.

Most of you do not have the time and resources to proactively manage this non-core business function. And reactive management of the multi-vendor support environment leads to performance and cost inefficiencies.

Some organisations try to reduce the burden by bringing in external contractors to help them rationalise their various OEM equipment. This is an effective strategy for simplifying support if all your equipment is from the one OEM, however for most organisations this is not the case.

For the majority of organisations, rationalising your various OEM equipment would require deploying non best of breed equipment and replacing otherwise healthy equipment with new equipment. As such, it is a costly option.

Those organisations that manage the function most effectively in-house are those that set up an internal group dedicated to managing the function.

There are advantages in managing the function internally – greater control and rapid responsiveness. However it is complex, expensive – particularly for smaller organisations – and highly inefficient, especially compared to the option of outsourcing.

There is growing demand for a single point of contact for support and maintenance contracts. As such, many Australian organisations are now outsourcing the management of multi-vendor support contracts to dedicated multi-vendor support service providers.

So what is multi-vendor support?

Remove the risk from your multi-vendor infrastructure

Getting smart about managing your multi-vendor support environment

Multi-vendor support is a service delivery model that enables your organisation to cover all its network equipment with one maintenance contract provided by one maintenance vendor.

The consolidated maintenance contract includes equipment from several vendors, regardless of its origin, leaving you with a single point of contact for the maintenance of your entire communications network.

The maintenance vendor takes care of all maintenance and contacts the original equipment vendor for back-end support. All of the different equipment vendors cooperate with the maintenance vendor to provide this service to your organisation.

Eliminate risk and slash costs with NEC's Multi-Vendor Support Services

NEC's Multi-Vendor National Communications Support services helps reduce management complexity by offering a single point of accountability for your communications systems' support and maintenance issues.

With NEC's Multi-Vendor National Communications Support, you can have greater confidence in your ability to deliver world-class performance to your business. NEC leverages comprehensive hardware, software and vendor management expertise, including multi-vendor escalation issues, to help you reduce risk and increase customer satisfaction.

NEC is an ISO certified company with more than 40 years experience in Australia, so you can rest assured that your infrastructure is being managed by industry experts.

You get quick unified access to specialist technical, change management and maintenance resources, with the right training and tools required to support your telecommunications systems and networks.

NEC's Multi-Vendor National Communications Support removes the risk associated with your communications infrastructure support.

With one fixed price agreement covering all costs for technical support and maintenance, NEC helps you control annual support costs that, up until now, were unknown and unpredictable. With NEC, there are no unexpected expenses.

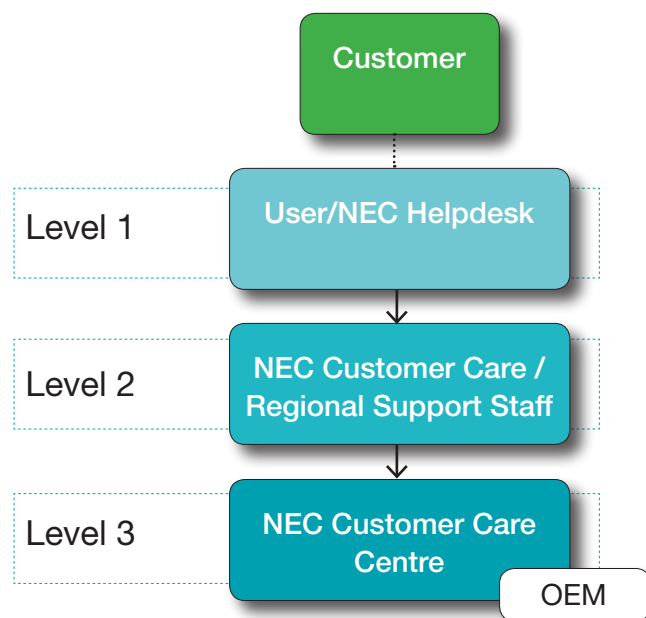
NEC boasts a comprehensive national support network plus online and telephone support 24 hours a day, 7 days a week, 365 days a year. Now your organisation can receive local 24/7 integrated multi-vendor support services for all your new, legacy and specialised communications equipment.

NEC provides highly customised support services solution for your multi-vendor environment, with committed response and resolution times tailored to meet your unique requirements.

NEC's range of support services¹ include:

- Preventative maintenance
- Configuration management
- Change management
- Obsolescence management
- Return to depot repair to component level
- Field repair
- Spare parts management
- Asset management
- Incident management
- Web and telephone help desk - 24/7/365 support

How is NEC's Multi-Vendor Support Service program structured?



NEC's Multi-Vendor National Communications Support consists of three levels. The service tasks performed at each level are as follows:

Level one - Support is carried out by the user in consultation with the NEC Help Desk. The task of first level support includes detection of anomalies and identification of cause. Operation matters can also be addressed at this level.

When an anomaly is detected, first level support tries to clear the problem. If the anomalies cannot be cleared, they will escalate to a second level support request.

¹ See Appendix for more information about NEC's range of support services

White Paper

Level two - Support is provided directly by NEC Australia Customer Care Centre and Regional Support Staff in the location of the equipment installed base. The task of second level support is to identify and repair/replace the faulty module as well as apply software patches and tuning. Second level service tasks include:

- Detection, identification and correction of cause of the anomalies
- On-site replacement of faulty modules
- Management of spare parts
- On- site software patch installation
- Liaison with customer regarding any required maintenance actions

Level three - Support is provided by the NEC Customer Care Centre supported by the Original Equipment Manufacturer (OEM). Third level service tasks include:

- Component level repair
- Fault trend analysis and feedback to design authority
- Validation of implemented solutions
- Liaison with OEM's

NEC delivers service excellence via its extensive Regional Support Network

NEC maintains an extensive national and regional network of technical support staff responsible to provide on-site support as per your agreed SLA.

NEC's Melbourne-based National Centre is responsible for the overall coordination of support services as well as management of the central and distributed spares holdings.

Key to NEC's ability to provide rapid support is its extensive Regional Support Network. NEC uses this well established Regional Support Network to provide on site customer support in regional areas.

The Regional Support Network is comprised of several hundred Regional Support Agents (RSA) each selected so as to be capable of providing support services within the agreed SLA in their area of responsibility. Each RSA is fully trained in the equipment under support and will maintain a fully stocked replacement equipment store for support usage.

Conclusion

As organisations increasingly partner with single vendors to deploy whole multi-vendor network solutions, such as Unified Communications (UC), there is increasing demand for whole multi-vendor network support delivered via one vendor.

Organisations that use managed services and understand the benefits of having a single point of contact for their managed services, are further stimulating demand.

Many businesses moving away from the traditional revenue optimisation model towards an OPEX-reduction model will experience the benefit of a consolidated multi-vendor support contract.

NEC's Multi-Vendor National Communications Support saves you time and resources, freeing your staff to concentrate on core business issues and eliminating unpredictable vendor service costs.

Interested in NEC conducting a free assessment of your current communications environment and learning how you can simplify the management of your vendor support contracts?

Contact Steve Cowburn, Assistant General Manager, Customer Care & Services Division, Network Solutions Group, NEC Australia on:

Ph: +61 3 9264 3093

Fax: +61 3 9264 3525

Mob: 0419 301 412

Postal: Private Bag 1111, Mulgrave 3170

Email: steve.cowburn@nec.com.au

Remove the risk from your multi-vendor infrastructure

For more information, visit www.nec.com.au, email contactus@nec.com.au or call 131 632

Oceania (Australia)
NEC Australia Pty Ltd
www.nec.com.au

Corporate Headquarters (Japan)
NEC Corporation
www.nec.com

North America (USA)
NEC Corporation of America
www.necam.com

Asia
NEC Corporation
www.nec.com

Europe (EMEA)
NEC Philips Unified Solutions
www.nec-philips.com

About NEC Australia Pty Ltd. NEC Australia is a leading supplier and integrator of ICT solutions to carriers, government and businesses. With over 800 staff and 200 partners, we research, develop and deploy advanced IT/Network communication solutions and services using best-of-breed technologies in multi-vendor environments. Our business encompasses Hosted Application and Network Services, Systems Integration, IP Communications Servers, PBX, Broadband Access Systems, Data Centre and Cloud Technology Services along with Digital Signage and Data Technology products.

MVSSP | v.08.02.2010

NEC Australia Pty Ltd reserves the right to change product specifications, functions, or features, at any time, without notice. Please refer to your local NEC representatives for further details. Although all efforts have been made to ensure that the contents are correct, NEC shall not be liable for any direct, indirect, consequential or incidental damages resulting from the use of the equipment, manual or any related materials. The information contained herein is the property of NEC Australia Pty Ltd and shall not be reproduced without prior written approval from NEC Australia Pty Ltd.

Copyright © 2010 NEC Australia Pty Ltd. All rights reserved. NEC, NEC logo, and UNIVERGE are trademarks or registered trademarks of NEC Corporation that may be registered in Japan and other jurisdictions. All other trademarks are the property of their respective owners. All rights reserved. Printed in Australia. Note: This disclaimer also applies to all related documents previously published.

Appendix

Remove the risk from your multi-vendor infrastructure

NEC's services include:

- **Installation.** On site installation of equipment and associated items
- **Commissioning.** Testing and commissioning of installed equipment to confirm operational performance
- **Factory Acceptance Testing (FAT).** Testing performance under simulated installed conditions (including temperature, humidity etc.)
- **Customer witness testing.** As for FAT but with a customer representative in attendance
- **Preventative maintenance.** Regular periodic maintenance of equipment in the field
- **Configuration management.** Comprehensive database of installed base configuration for upgrade and compatibility management
- **Change management.** Coordination of changes to installed base and update to configuration information
- **Obsolescence management.** Tracking and reporting of obsolete equipment and identification of substitute equipment
- **Return to depot repair to component level.** In-factory diagnosis and repair of component level failures
- **Field repair.** In-field failure diagnosis and repair /replacement
- **Spare parts management.** Maintenance of the spare parts pool required to support the installed base as per MTBF and MTTR requirements
- **Asset management.** Tracking of asset deployment and status across the installed base
- **Incident management.** Tracking and reporting of support incidents from identification through to resolution
- **Web and telephone help desk - 24/7/365 support.** Around-the-clock support through internet and telephone.

For more information contact the Customer Care & Service Division on **+61 3 9264 3093** or email steve.cowburn@nec.com.au

Oceania (Australia)
NEC Australia Pty Ltd
www.nec.com.au

Corporate Headquarters (Japan)
NEC Corporation
www.nec.com

North America (USA)
NEC Corporation of America
www.necam.com

Asia
NEC Corporation
www.nec.com

Europe (EMEA)
NEC Philips Unified Solutions
www.nec-philips.com

About NEC Australia Pty Ltd. NEC Australia is a leading supplier and integrator of ICT solutions to carriers, government and businesses. With over 800 staff and 200 partners, we research, develop and deploy advanced IT/Network communication solutions and services using best-of-breed technologies in multi-vendor environments. Our business encompasses Hosted Application and Network Services, Systems Integration, IP Communications Servers, PBX, Broadband Access Systems, Data Centre and Cloud Technology Services along with Digital Signage and Data Technology products.

Remove the risk_WP | v.08.02.2010

NEC Australia Pty Ltd reserves the right to change product specifications, functions, or features, at any time, without notice. Please refer to your local NEC representatives for further details. Although all efforts have been made to ensure that the contents are correct, NEC shall not be liable for any direct, indirect, consequential or incidental damages resulting from the use of the equipment, manual or any related materials. The information contained herein is the property of NEC Australia Pty Ltd and shall not be reproduced without prior written approval from NEC Australia Pty Ltd.

Copyright © 2010 NEC Australia Pty Ltd. All rights reserved. NEC, NEC logo, and UNIVERGE are trademarks or registered trademarks of NEC Corporation that may be registered in Japan and other jurisdictions. All other trademarks are the property of their respective owners. All rights reserved. Printed in Australia. Note: This disclaimer also applies to all related documents previously published.