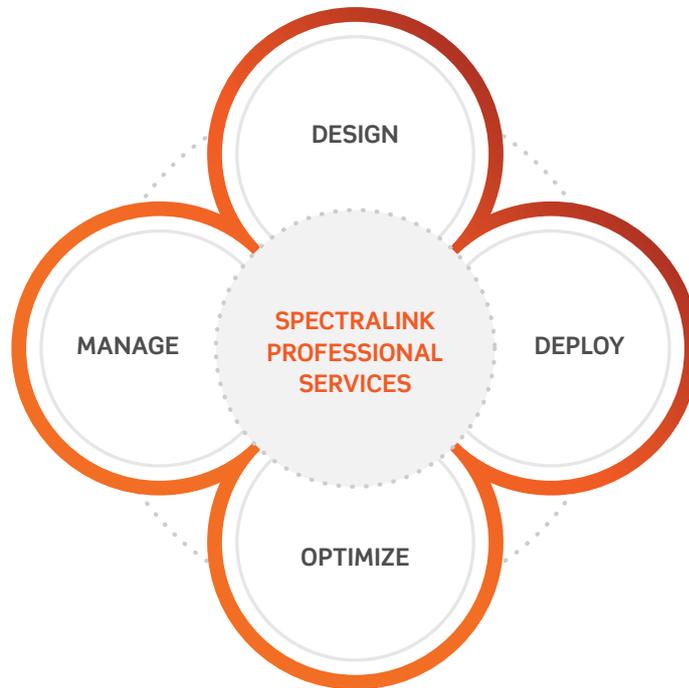


Spectralink Professional Services - DECT

Ensuring it just works



What are the components of Spectralink Professional Services?

Design. Once you've decided to execute an enterprise mobility solution, it can be tempting to rush ahead to implementation. But getting the right results requires more than just a rollout of new mobile devices and technology. It requires a thoughtful, strategic approach that maps the right technology to your specific business goals while helping you identify and prepare for potential challenges along the way.

Wireless network design services are recommended for all Spectralink wireless systems. These services are also helpful when expanding or relocating existing customer systems. Spectralink's Wireless Design Service factors environmental impacts on radio frequency propagation characteristics so that the wireless network is correctly designed before implementation to provide optimal support for wireless voice and data clients.

Deploy. We assess your needs based on your specific business goals, end-user requirements, and existing IT infrastructure environment and work with you to map out an effective strategy that brings together the right combination of mobile devices, applications, and technology.

Rely on Spectralink to implement your entire solution or parts of it. We offer multiple deployment services options: Onsite Facilities Evaluation, Onsite Implementation, Onsite Relocation Implementation, Onsite Expansion Implementation, and Remote Certification.

Optimize. We help put your strategy into action with a thorough implementation process that encompasses technology customization, installation, configuration, and testing, leveraging the expertise of our vast partner ecosystem to support and enhance workflows with industry-aligned apps and functionality.

As your partner, we're invested in the long-term success of your organization. So we continue to work with you to ensure your mobile solution delivers the value and capabilities you need to achieve your goals, even as your organizational and business needs evolve.

As part of that commitment, we provide regular performance tuning to ensure that your mobile solution is measuring up to your goals and expectations while working with you to explore new opportunities and innovations that can further enhance your business capabilities and outcomes.

Manage. We work as a true extension of your team to provide day-to-day support and management services that help you maximize the value of your mobile tools and technology over time. We provide a full array of post-launch services that keep your devices, network, and software running smoothly, including industry-leading warranties and enhanced service offerings to augment support as needed.

What we offer

DESIGN SERVICES

Strategize your path to success

- We analyze and assess your needs based on your business goals, end-user requirements, and existing IT infrastructure to start the process. Then we work with you to map out an effective strategy that brings together the right combination of mobile devices, applications, and technology.
- Coverage is critical, so the first step in any project is to conduct site surveys and design services to ensure that your Spectralink solution is correctly designed before deployment to provide optimal performance and optimize your investment.
- A site survey helps identify where voice services are required and the appropriate locations for the Spectralink base stations, based on coverage and signal strength. Design services also review network requirements for cabling and power access along with any potential for radio reflections and interference.

DECT ON-SITE IMPLEMENTATION SERVICE PROGRAM

Align and activate your solution

- We help put your plan into action with a thorough implementation process that includes configuring, implementing, and testing all aspects of your technical environment. We also provide comprehensive training to help prepare and position your employees for mobile success.
- A project manager will work closely with your designated point of contact and will manage planning, development, and delivery. A Spectralink engineer will install the server and appropriate software and licenses for the DECT system. They will also conduct a full system test to validate the installation and configuration of the DECT system and handsets.

PROJECT MANAGEMENT

Translate your requirements into a clear plan of action

- Once we have an understanding of your current environment, we can map out exactly what's required to mobilize your organization from the ground up. Identify required products, project milestones, resources, and measures of success while increasing transparency and alignment across business and technology stakeholders.

BUILD, PROVISION & TESTING

Proven processes to streamline deployment

- **Build**
Leverage a proven deployment methodology to efficiently provision and effectively commission the DECT infrastructure (BSs/Servers)
- **Provision**
Rely on our experience and expertise to help prepare devices for a smooth deployment
- **Testing**
Integration: ensure commissioned DECT network and phones integrate with customer network and back-end systems in an E2E fashion
User Acceptance: ensure newly established DECT service phones meet user needs

DECT SYSTEMS MANAGEMENT SERVICES

Confidently deploy and manage your DECT assets

- Proactive monitoring and configuration via AMIE™ Spectralink's cloud-based management system. AMIE keeps your Spectralink IP-DECT infrastructure running smoothly with easy deployment and centralized device administration, analytics for proactively diagnosing issues, and managed services to increase efficiency and keep you focused on your core business.
 - Spectralink Provisioning Servers & AMIE are the foundations for an efficient DECT Deployment and Administration
 - Provisioning Servers and/or AMIE Consulting/Configuration
 - Configure & validate customer DECT servers communication with Provisioning Servers and/or AMIE
 - COTA handsets setup and initial enrollment to support virtually seamless device rollouts (enhanced prov license)

MAINTAIN

- Enhanced services providing access to the latest software upgrade including new features, service updates and security enhancements, troubleshooting, tech support, and hardware replacements.

Have questions? Visit us at [Spectralink.com](https://www.spectralink.com) for more information.

About Spectralink

As an award winner in mobile technology, Spectralink has been transforming the way our customers work and communicate for 30+ years. Through our determination to do extraordinary things, we enable mobile workforces and empower our customers and partners to explore what's next, what's possible. With our enterprise grade, best-in-class mobile solutions, we are with our customers wherever they work, however they need us. Our people, commitment to innovation and our passion are our foundation for success.

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