

Sonus Global Services

A comprehensive portfolio of end-to-end service solutions to enable and secure real-time communications

Sonus Global Services helps businesses design their communications networks for the future, deploy new revenue-generating services, and manage their networks for maximum efficiency. From initial network planning and design through migration to ongoing management after deployment, Sonus has a global team of expert and experienced service professionals who understand how to help you reach your goals for cloud-based communications.

Overview

Sonus Global Services provides enterprises with a world of SIP experience to help plan, deploy, and manage new solutions for network-based and Cloud-based multimedia communications. For more than 15 years, the world's leading enterprises have looked to Sonus Global Services to embrace VoIP and multimedia SIP communications in their networks. Today, Sonus helps enterprises build communication and collaboration solutions that increase productivity, reduce costs, and improve customer service.



Plan

The evolution to the next generation of SIP communications requires an experienced guide, one who understands the challenges ahead, avoids costly pitfalls, and inspires innovation. At Sonus, we provide the guidance you need to reach the all-IP future safely and strongly. Our experienced team will help your business navigate through a world of new voice and multimedia solutions, from initial planning and coordination of activities to final deployment.



As part of the planning process, Sonus will work closely with your team to review your needs at a detailed level to determine project requirements and develop a final test plan. A general timeline is then laid out based on initial estimates and information readiness, and the assigned Sonus Project Manager provides a single point of leadership across multiple engagements, ensuring targets and expectations are met every step of the way.

Design

Sonus Global Services experts will review the project plan and propose a network architecture that addresses your unique requirements. Sonus' network design services include call flow analysis, feature implementation, security, redundancy, and capacity. Our optional database routing design services include designing, building, and testing of routing databases in order to address network policies, anticipated call flows, trunk group definition, least-cost routing, international calling plans, and more. Additionally, network and database design services are available for a range of solutions including legacy equipment migration, IMS, hosted VoIP services, call center, cloud-based communications, and SIP session management. A detailed network design helps you confidently transition your network, and Sonus can help you reach the future—faster.

Deploy

Sonus can help you deploy your network quickly and with complete assurance through experienced Sonus engineers who assist with the planning, configuration, and testing of your Sonus network elements. Services can be provided remotely, and include deployment planning, platform configuration, and verification testing. Advanced implementation services add routing design consulting when more complex routing and translations expertise is needed. Optional on-site services can deliver software installation, IP configuration, element configuration, and execution of defined test plan(s) as well as provide users with hands-on OJT.

Subject Matter Expert (SME) Support Subscription Services offer technical assistance with database routing and design, SIP encryption and security, knowledge transfer, and technical testing. Greater business agility can be achieved by accelerating your network, and Sonus can get your network into service sooner, quickly monetizing and maximizing your network investments.

Manage

The Network Operations Center (NOC) is the critical command center for your network—it's where decisions are made, solutions devised, and obstacles averted. A Sonus engineer embedded in your NOC provides the crucial support and network experience you need to handle hot issues in the critical months following new solution deployments. Our engineers offer valuable support for operational test activities including trunk provisioning, fault isolation and management, customer training, skills transfer, and network security.

Sonus' 24x7x365 Managed Network Operations Center (MNOC) monitors your Sonus SBC devices in real-time and will create a ticket on your behalf to a live support person. The MNOC is staffed and available 24 hours a day, 7 days a week, 365 days per year. Sonus adheres to industry-standard MNOC KPIs to ensure customer alarms and events are handled in a timely manner.

Sonus Professional Services

- Network assessment and planning
- Network database and routing design
- Deployment and implementation
- Remote configuration
- Network verification testing
- Project management
- Resident engineer and Subject Matter Expert (SME) support

Sonus Operations Support

- Software upgrade testing
- Trouble ticket management
- Trouble ticket reporting
- Remote provisioning (MACD)
- Technical support

Sonus Maintenance Plans

- **AHR On-Site Technical Service:** 24x7, 4-hour on-site response with hardware spare
- **SonusCare Premium:** 24x7 tech support, next business day shipment RMA
- **SonusCare Enhanced:** 24x7 tech support, 30-day return & repair RMA
- **SonusCare Standard:** 9x5 tech support, 30-day return & repair RMA
- **SonusCare Software Product Only:** 24x7 tech support

Sonus Monitoring Services (MNOC)

- Custom management interfaces
- Secure alarm filtering and user access
- Real-time alarm management
- Real-time reporting and dashboard management

About Sonus Networks

Sonus enables and secures real-time communications so the world's leading service providers and enterprises can embrace the next generation of SIP and 4G/LTE solutions, including VoIP, video, instant messaging, and online collaboration. With customers in more than 50 countries and nearly two decades of experience, Sonus offers a complete portfolio of hardware-based and virtualized Session Border Controllers (SBCs), Diameter Signaling Controllers (DSCs), Cloud Exchange Networking Platform, policy/routing servers, and media and signaling gateways. For more information, visit www.sonus.net or call 1-855-GO-SONUS. Sonus is a registered trademark of Sonus Networks, Inc. All other company and product names may be trademarks of the respective companies with which they are associated.

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