



GENBAND™

DRIVING THE NETWORK EVOLUTION

GENBAND GLOBAL SERVICE AND SUPPORT END-TO-END ASSISTANCE

With hundreds of NGN and IMS specialists and partners worldwide, our service and support team offers unmatched technical experience, depth of network expertise and advanced tools to transform and deploy IP networks quickly and efficiently.

01 **TRAINING SERVICES**

02 **GENBANDCare™**

03 **INTEGRATION SERVICES**

04 **MANAGED SERVICES**

05 **MANAGED SPARES**

06 **NETWORK AND SERVICE PROVISIONING**

07 **SOLUTION AND BUSINESS CONSULTING**

08 **SUBSCRIBER DIAGNOSTIC**

09 **UNIVERSAL TICKETING**

10 **TRANSFORMATION SERVICES**

01 | TRAINING SERVICES GET UP TO SPEED

Our team of experts will provide you the necessary **knowledge and skills to excel** at operation, administration, maintenance and provisioning responsibilities with all GENBAND products.

02 | GENBANDCare™ ALWAYS ON, ALWAYS READY

GENBANDCare™ technical support capabilities are **best-in-class**, offering emergency and disaster recovery, 24/7/365 technical support, software release subscription and software maintenance update services.

03 | INTEGRATION SERVICES ACCELERATED EFFICIENCY

GENBAND experts optimize deployments using the GENBAND GENiUS™ platform as well as other open standard interfaces, making our **speed of deployment** the benchmark in the carrier voice and multimedia IP markets.

04 | MANAGED SERVICES OPTIMIZED TO YOU

GENBAND is uniquely qualified to deliver managed services for carriers, with **unparalleled expertise** in integration of IP-to-IP networks, deployment of fixed NGN switching, fixed IP switching, and migration of stand-alone to geo-survivable network environments.





05 | **MANAGED SPARES** **RIGHT PART, RIGHT TIME**

GENBAND's managed spares carrier support offers **comprehensive parts management services** for our entire portfolio on a global basis, ensuring network uptime and uninterrupted revenue.

06 | **NETWORK AND SERVICE PROVISIONING** **STREAMLINED SATISFACTION**

GENBAND's Network and Service Provisioning team helps carriers **simplify and automate day-to-day provisioning** and configuration tasks, leading to maximized revenues and increased subscriber satisfaction.

07 | **SOLUTION AND BUSINESS CONSULTING** **ENGAGED EXPERTISE**

GENBAND Business Consulting Services offer comprehensive design and sound consulting skills, helping operators efficiently achieve their most ambitious business objectives, **protect investments, boost ROI and empower innovation.**



08 | **SUBSCRIBER DIAGNOSTIC TEST FOR SUCCESS**

The Subscriber Diagnostic Service from GENBAND will help you streamline the introduction of multimedia services, improve end-to-end network performance, **decrease operating costs** and improve customer satisfaction and retention.

09 | **UNIVERSAL TICKETING ULTRA-RAPID RESPONSE**

With GENBAND's Universal Ticketing Service, we can develop, test and introduce tickets for new services in days rather than months, providing an **agile time-to-market platform**.

10 | **TRANSFORMATION SERVICES QUICK AND SEAMLESS**

As the **number one** carrier NGN and IMS supplier worldwide, GENBAND has the **global reach** and technical depth to reduce risks and costs as well as improve "in service" dates for even the most challenging transformation projects.

Contact us to learn more about GENBAND's services.

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smartphone to visit
GENBAND.com

