



# Spirent **OnDemand**

Expert Services

Networks & Applications

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## Expert Services

**Rapidly expanding testing challenges.** Service providers, network manufacturers and enterprises choose Spirent's state-of-the-art robust testing solutions to help maintain and advance their positions in a constantly evolving market. Getting the most out of these cutting-edge testing solutions – the full ROI and the comprehensive advantage of all the features of Spirent's powerful tools – requires a test team fully-versed in a broad range of qualified capabilities and expert skills.

## Spirent professional services – addressing your critical challenges

### Qualified expertise

Effective testing in cutting-edge networks demands a steep learning curve and your team needs practical knowledge and skills to take full advantage of Spirent's features and capabilities. Even your most experienced staff can benefit from expertise augmentation as well as learning best practices and precise stepwise test execution to get the most out of your Spirent gear.

### Trusted partner

Spirent knows if our customers don't overcome their challenges effectively it impacts their bottom line. From Spirent's perspective, your bottom line is our bottom line too. Your success is our success. We strive to identify your challenges, to provide the proactive solutions you need, when you need them, to help you maintain your leadership in the market.

### Network testing challenges



**Time to market—** Organizations must test their new product, software, or service. Additional requirements demand qualified expertise to assure timely releases to stay competitive.



**Budget & ROI—** Testing requirements increase exponentially, and budgets continue to shrink. The inability to test new offerings effectively and reliably represents rising and unpredictable costs.



**Quality improvement—** Requirements continually expand and the number of validation points multiply, and the ability to test effectively is drastically impeded.



**Process visibility—** With constant head count shifts within an organization, or expanding complex processes within existing staff, the inability to assure qualified testing expertise for the requirements is an ongoing problem.

## The solution: Spirent expert services

Spirent offers services for every need. Gain higher returns from your Spirent investment by leveraging Spirent's expertise. Scenarios where our Professional Services help meet your challenges:

- You plan to purchase Spirent equipment, and you want to take full advantage of its features and capabilities
- You plan to lease Spirent gear for a short-term project, and you need the expertise to scope, create, and execute a test plan
- You have staff to operate the equipment, but require qualified expertise to help to customize your solution
- You own the equipment, but do not have staff with the qualified expertise required to perform your testing
- Your test team is familiar with Spirent gear, but they need expert training to optimize the testing features
- Your staff will be operating Spirent gear for the first time, and requires introductory training and mentoring

### Spirent's world class service delivery process



## A broad range of offerings

Service	Description	Benefits
 Test services	<p>Lease Spirent gear and expertise for one-time or short term projects. Spirent helps scope your requirements, creates and executes a formal test plan and then provides a comprehensive report displaying the results</p>	<p>Leverage a qualified turnkey solution to meet your current testing needs and pressure deadlines</p> <p>Avoid delays, cost overruns, slow performance and future failures</p>
 Consulting services	<p>Professional experts provide critical information for decision-making in your network. Comprehensive expertise in vendor selection, network design, implementation and security</p>	<p>Choose exact network configuration needed</p> <p>Target crippling issues before implementation</p>
 Resident engineer	<p>Extended on-site qualified technical expertise from Spirent for long-term requirements to augment organizations with resource limitations</p>	<p>Fill gaps and supplements customer team during periods of skilled manpower shortage with 'deep bench' access to Spirent's broad technical expertise</p> <p>Avoid costly requirement of hiring, training and managing full-time resources</p>
 Engineering services	<p>Custom application and script development to customize the Spirent product/solution to the customer environment; includes hand-holding custom support to assure solution functionality against requirements</p>	<p>Accelerates customer productivity by rapid development of scripts in an automation environment</p> <p>Maximized investment in Spirent gear with targeted automation solutions</p>
 Implementation services	<p>Complete deployment of new Spirent test system and management of all facets of equipment installation and integration, from site readiness analysis to system configuration</p>	<p>Eliminate critical downtime and enables getting full value of test investment from the start</p> <p>Maximize investment in Spirent gear with targeted automation solutions</p>
 Education services	<p>Instructor-led courses, with hands-on labs. Courses are product-focused with methodology to support the content, targeted at beginning to intermediate students. Certification programs are also available</p>	<p>Maximize utilization of testing product's full capabilities</p> <p>Optimize your team's testing effectiveness</p>

## Case study— Spirent expert professional test services

### Profile: global entertainment corporation – data center

**consolidation—** A global entertainment and media corporation designed a new data center facility to accommodate the capacity of two existing data centers with future growth in mind, which included the possible requirement of managing the traffic of two subsidiary television networks.

**Challenge—** Over 15 devices from more than 7 vendors planned for the data center were to be integrated simultaneously. The project team needed to select the optimum vendors to validate the design before cutting over from legacy data centers to the consolidated data center. A number of vendors were present to attend the testing campaign to assure that pending sales of their solutions were represented properly.

**Solution—** Spirent Professional Services and the project team conducted a competitive assessment for all the network devices, including Layer 2-3 switches, Layer 4+ firewalls and security appliances, and Layer 4+ load balancers. The schedule was tight, less than 30 days. Spirent Professional Services established a set of critical performance metrics. They tested for QoS, throughput, latency, security, and component failure in a compressed testing campaign using Spirent TestCenter and Avalanche for a mix of traffic typical of the company's content to assure the solutions aligned with deployment needs.

**Benefit and outcome—** Based on the results of the test, the project team built the data center confident that the final vendor choices were an exact fit for the data center needs. A number of vendors whose solutions failed initial testing campaign, made adjustments to their products, and retested, securing their sale to the customer. Because of the success of the engagement, the customer subsequently requested a proposal for pre-deployment data center network testing to verify the end result was ready to go live and accommodation of future growth was assured.



## Spirent expertise

Spirent provides services expertise for all major communications vendors. Our test methodology and automation experts include IETF engineers and RFC authors who have developed many of the industry's acclaimed benchmarks. They help define standards and performance tests for dozens of industry forums and standards bodies. Such industry expertise optimizes your solution capabilities and ensures you deliver your product or service to market on time.

## Spirent customers

Spirent has been a pioneer since the advent of network testing and has provided services to customers across a broad range of global industries. These varied business sectors include telecommunications and wireless service providers, network equipment manufacturers, petroleum, education, the media, financial institutions, and stock exchanges, technology enterprises, and publishing giants. Spirent also services the US government which includes military and space agency projects.

## Part numbers – Spirent expert services

SVC-2000	Resident engineer
SVC-2020	3 day SCPE course for up to 8 students
SVC-2021	3 day SCPE course: 1 seat in a scheduled course
SVC-2022	Computer Based Training (CBT)
SVC-2023	1 day product training for up to 8 students
SVC-2024	2 days product training for up to 8 students
SVC-2025	1 day distance learning for up to 8 studentss
SVC-2030	1 day implementation services
SVC-2031	2 days implementation services
SVC-2032	3 days implementation services
SVC-2033	Professional services: Test, engineering, consulting

All part numbers above also have a product-specific suffix: AV, LS, or STC

## Spirent implementation services bundles

Spirent also offers chassis plus 2 day onsite implementation services bundles available for ordering with one simple part number. Ask your sales rep about this convenient package.

## Contact us

For more information, call your Spirent sales representative or visit us on the Web at [http://www.spirent.com/About-Us/Contact\\_us](http://www.spirent.com/About-Us/Contact_us).