

Spirent Services

Product Services Overview

Expert assistance enabling customers to realize optimal use of Spirent products and solutions

Our Product Services deliver the insights, expertise and support organizations need to use Spirent products effectively to run test and assurance functions themselves with effective proficiency. Spirent has established a worldwide team of trusted and seasoned experts to support our customers' broad range of needs and address an array of business challenges – from Lab to Live. Spirent's portfolio of Product Services supports the entire lifecycle of new products and solutions to help organizations develop technology faster and ensure their new market offerings perform as planned when they "go live."

Enabling customers to realize optimal use of our products and solutions, Spirent's Product Services include:

- **Implementation and Integration**—Product and solution deployment from site analysis to testing, including integration with other systems and security evaluation, to ensure solution is configured and ready to go
- **Product Training**—Product knowledge transfer and consultative training tailored to specific objectives for ramping-up quickly to utilize and maximize a solution's potential
- **Resident Engineers**—On/offsite technical professionals for extended engagements to accelerate projects through targeted resource scheduling management and maximizing productivity
- **Product Support**—Worldwide coverage of technical support, including online access to knowledge base and downloads of the latest firmware and software, with support tools, hardware repair and calibration, ensuring rapid issue resolution



Highlights

- Spirent Product Services provide the help and insights needed to get the most out of your Spirent product investment as technology rapidly evolves
- Our services experts empower critical test and assurance functions on your behalf or help you use our products to perform these functions yourself
- Eliminate critical downtime and avoid diverting essential in-house resources
- Build a high level of productivity into product utility, test and assurance methodology, and automation frameworks



Implementation and Integration

Services are focused on Spirent product and/or solution deployment, with a Spirent expert onsite. This involves all facets of the installation and integration within the customer environment, from site readiness analysis, through to functional testing or assurance validation. This includes system configuration baseline validation for conformance to standards and interoperability between vendor integrations with other systems, as well as security evaluation, to ensure the system is properly installed, configured and ready to go. Each customer environment is unique and Spirent's implementation approach takes that into account. Features include:

- A hands-on and proven methodology for getting your Spirent system up and running in coordination with your test or assurance team
- Validation that your system is properly installed and integrated into your test or assurance environment
- Knowledge transfer to customer users and assistance with test or assurance scenario development and execution



Training

Quickly ramp-up solution utilization, maximize team productivity, and foster in-house expertise with expert-led product training. Courseware curriculum teaches new users how to use a range of applications to generate traffic, while teaching concepts specific to Spirent product hardware, features, and functionality. Spirent also offers comprehensive instruction on current and emerging technologies. Seasoned instructors teach hands-on courses delivered onsite or offsite. Offerings include:

- **Instructor-led training**—Courses help students ramp up with standard product training; also learn the latest testing methodologies and applications
- **Web-based training**—Spirent's 24 x 7 Web-based training provides access to courses covering a broad array of test and measurement fundamentals
- **Onsite training**—Onsite training reduces your team's travel expenses and facilitates their training in your unique environment
- **Custom training**—Spirent's custom training programs are tailored to your company's objectives so you are in control of what, when, and where you learn
- **Distance learning**—Instructor-led customized courses are delivered via the Web, so your students learn at the convenience of their desks
- **Certification**—Validate your tester's skills to provide a benchmark to evaluate candidates in this highly technical and demanding field



Business value:

- Eliminate critical downtime and avoid diverting critical in-house resources
- Gain full value of the Spirent product investment with the assurance of optimal system performance
- Implement the lowest risk approach to systems integration, while accelerating and maximizing workforce productivity
- Reduce costs and operational overhead



Business value:

- Improve the efficiency of in-house testing and expertise with qualified training services
- Maximize your investment and utilize the full testing capabilities of your Spirent product
- Ramp-up team expertise quickly, minimize time to test and accelerate time to market
- Employ a wide range of training options tailored to your specific needs



Resident Engineers

On/offsite technical resources for extended engagements which traditionally exceed eight consecutive weeks. Projects ranging from upgrading networks or devices, integrating new security or router/switch solutions and wireless infrastructures, all have cutting-edge technology expertise requirements where timely, qualified, engaged technical expertise ensures express operational efficiencies. Spirent provides the targeted expertise you need to meet your exacting requirements in both the short and long term. Accelerate projects through strategic resource schedule management and maximize productivity, delivering faster ROI from investment to solution deployment. Resident Engineer projects may include:

- **Support Engineer**—Traditional hands-on support expertise provided; Ad hoc Implementation Services to demonstrate product capabilities
- **Test or Assurance Engineer**—Creation and execution of custom test or assurance validation cases; Demonstration, consultation and leadership in development of test or assurance methodology for product/technology; Creation of repeatable test cases using off-the-shelf third party tools
- **Automation Engineer**—Setup customer environment elements and framework; Analysis of test plans; Creation of reference test and framework assets; Facilitate development of software to create automated test cases using Spirent products



Product Support

From Lab to Live, ownership of Spirent testing equipment provides our customers with the industry's most powerful test and assurance capabilities. Spirent Support Services is an integral component of our commitment to customers that our products run at optimal capabilities during critical test cycles, and all other times. Spirent Support programs are designed to simplify the customer's job, to keep their test and assurance systems up-to-date while minimizing repair costs and delays due to unexpected downtime. Spirent Support Services offers customers a wide range of service options tailored to provide all the help they need to maintain optimal productivity. Providing technical support, access to up-to-date system and application software, hardware repair, certified calibrations, online access to our knowledge base, downloads and support tools, our Support Services ensure rapid issue resolution, with worldwide coverage. Three tiers of our Global Tiered Support Model (GTSM) provides solutions designed to meet your business and budgetary goals are available for:

- Test product suites and lab environments
- Networks and live environments
- Positioning, navigation and timing solutions



Business value:

- Augment customer team during skilled resource shortages and avoid costly hiring, training and managing fulltime resources
- Build high level of productivity into product utility, test and assurance methodology, and automation frameworks
- Utilize Spirent products and gain direct access to Spirent groups (i.e., Engineering and Support Services) with prioritized treatment on customer needs
- Meet program schedules with increased flexibility while maximizing workforce productivity, reducing costs and operational overhead



Business value:

- Choose from simplified and uniform tiered support services tailored to different business needs and budget goals
- Receive technical support from Spirent's experts with comprehensive services to optimize your Spirent product experience
- Access the latest firmware and software to keep your Spirent solution at peak performance
- Ensure the full support coverage and critical response times you need to meet your test and assurance objectives for mission-critical projects

Our Customers

Spirent has been a pioneer since the advent of network, wireless and GNSS testing, validation and assurance and has provided services to customers across a broad range of global industries. These varied business sectors include global navigation satellite systems, aircraft and automotive manufacturers, as well as 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 governments worldwide, which includes military and space agency projects.

Spirent Expertise

Spirent provides services expertise for all major communications vendors – from Lab to Live. This end-to-end proficiency draws from a deep bench of seasoned professionals who are qualified experts in our technology portfolio. Our services cover devices, infrastructure, cloud infrastructure, networks, network applications, security and assurance, all powered by state-of-the-art lab and test automation. Such industry expertise maximizes your solution capabilities and ensures you deliver your product or service to market on time and with optimal quality.

Spirent Services Portfolio

Spirent Product Services are part of a comprehensive suite of services. Spirent’s portfolio of services for an initiative’s entire lifecycle – **from Lab to Live** – helps organizations achieve their short-term testing and validation goals, while building a strong framework for future and enduring business success.



Managed Solutions

Performing strategic operational functions for customers:

- Lab as a Service
- Test as a Service
- Certification as a Service
- Deployment as a Service



Product Services

Enabling customers to realize optimal use of Spirent products:

- Implementation & Integration
- Product Training
- Resident Engineers
- Product Support



Consulting Services

Supporting custom projects, helping customers with specific strategies and objectives:

- Assessments & strategy
- Planning & design
- Network architecture & engineering
- Test methodologies

For more information on Spirent’s Product Services, please visit: www.spirent.com/products/services

About Spirent Communications

Spirent Communications (LSE: SPT) is a global leader with deep expertise and decades of experience in testing, assurance, analytics and security, serving developers, service providers, and enterprise networks. We help bring clarity to increasingly complex technological and business challenges. Spirent’s customers have made a promise to their customers to deliver superior performance. Spirent assures that those promises are fulfilled. For more information visit: www.spirent.com

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