

# Spirent Services

## Portfolio Overview

### Expert services accelerating technology development, ensuring new products and services succeed in the real world

Contending with the growing complexity of new technology transformation and evolving business models, organizations face unprecedented challenges as they strive to bring new products and services to market. To overcome the challenges, they need innovative ways to accelerate time to market and reduce complexity and cost – all while delivering on end-user expectations of flawless performance.

Spirent Services help organizations achieve these goals by adopting new approaches to testing and assurance that improve agility, simplify complex technology and optimize user experiences. We do this by performing critical test, assurance and deployment operations on our customers' behalf, or by helping them to use our products to perform these functions themselves.

To support both approaches, Spirent offers a suite of services comprised of: *Managed Solutions, Product Services and Consulting Services*. Our Managed Solutions are configurable, turnkey services where Spirent assumes designated customer operational functions. Our Product and Consulting Services deliver the insights and support organizations need to effectively use Spirent products to run test and assurance functions themselves.

Spirent's portfolio of services support the entire lifecycle of new products and services – **from Lab to Live** – to help organizations develop technology faster and ensure their new market offerings perform as planned when they "go live".

## Highlights

- Our services experts perform critical test, assurance and deployment functions on your behalf or help you use our products to perform these functions yourself
- With **Managed Solutions** Spirent performs critical operations to get you to market faster, reduce your upfront investment and optimize user experiences
- Our **Product and Consulting Services** give you the insights and assistance you need to get the most out of your Spirent product investment as technology rapidly evolves



### 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



## Managed Solutions

Spirent’s Managed Solutions draw from our years of expertise testing and assuring cutting-edge technologies with our comprehensive suite of networking, cybersecurity and positioning solutions. Our Managed Solutions support the entire new technology lifecycle — **from Lab to Live** — driven by continuous integration / continuous deployment (CI/CD) best practices, covering:

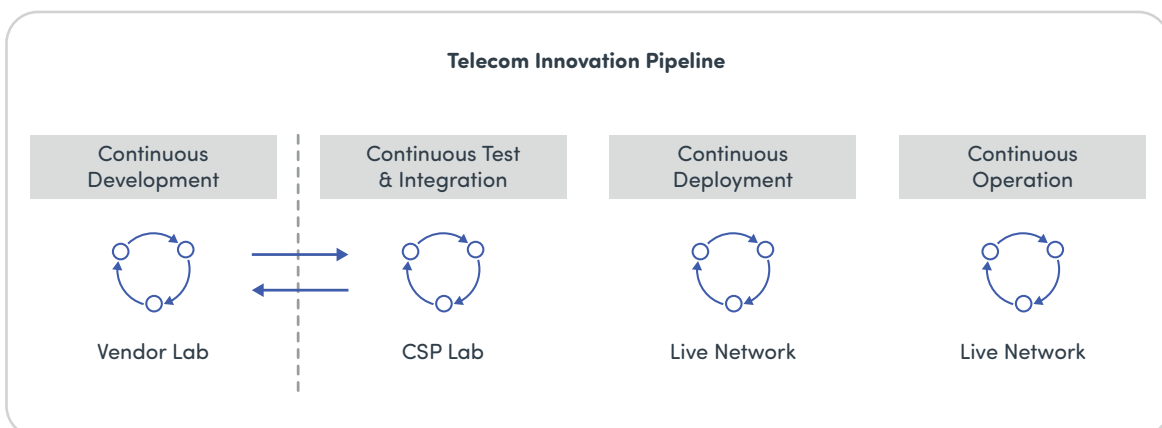
- **Development**—*Lab testing* of conformance, performance, interoperability, functions, integration and security; creation of test plans and automation scripts; vendor certification
- **Deployment**—*Fulfillment* in the field, supporting commissioning, acceptance and activation of new products and services
- **Operation**—*Assurance* with live monitoring, triage and issue isolation

Our Managed Solutions are standardized and customizable offerings delivered by our expert teams that accelerate innovation and reduce costs. For service providers and their network vendors, our solutions automate each stage of the *Telecom Innovation Pipeline* and provide feedback for continuous improvement, so technology passes through in days, not months. Spirent’s Managed Solutions perform operational functions empowering business outcomes including:

- **Lab as a Service**—delivering optimal test lab efficiencies
- **Test as a Service**—providing state-of-the-art test automation
- **Certification as a Service**—offering baseline validation for conformance to standards and interoperability between vendors
- **Deployment as a Service**—providing flexibility for upgrades and continuous changes in network-wide live environments

### Business value:

- Faster time to market
- Optimized tool and human resource management, and increased productivity
- Reduced upfront Capex and Opex, catering to next-generation technology trials and roll outs
- Potential to monetize lab usage
- Assurance of standardized quality in market releases
- Vendor-neutral deployment partner and prevention of upgrade outages



Spirent Managed Solutions enable service providers and network vendors to collaborate more effectively, accelerating the release of new features and ensuring optimal user experiences.



## Product Services

Spirent has established a worldwide team of trusted and seasoned experts to support our customers' broad range of needs — from **Lab to Live**. Our Product Services include the following product-enablement offerings:

- **Implementation and Integration**—Services are focused on product and solution deployment. This includes site analysis, through final test, including integration with other systems and security evaluation, to ensure solution is installed, configured and ready to go
- **Training**—Expert product knowledge transfer, to quickly ramp-up to utilize and maximize solution potential. Spirent Certified Performance Expert (SCPE) programs validate customer expertise. Consultative training options, both onsite and online, may be tailored to specific objectives
- **Resident Engineers**—With on/off-site technical resources for extended engagements, accelerate projects through strategic schedule management and maximize productivity, delivering faster ROI from investment to solution deployment
- **Support**—Providing technical support, hardware repair and calibration, our Support Services ensure rapid issue resolution, with worldwide coverage, online access to our Knowledge Base, downloads and support tools. Tiered solutions are available for flexible coverage



## Consulting Services

As organizations plan their strategies and scope their objectives for a prospective innovation, some find gaps in their expertise to achieve their goals. Spirent's qualified team of technology and domain experts — **from Lab to Live** — assist with: Assessments and strategy development, planning and design; Network architecture and engineering; Test methodologies. They support custom projects to help you innovate intelligently, so you are confident the product or service you are launching does exactly what it is designed to do. Example projects include:

- Testing and lab strategies
- Security architecture and posture
- Vendor selection strategies
- Lab to Live automation strategies
- Ongoing service assurance strategies
- Network architecture recommendations
- Risk mitigation analysis

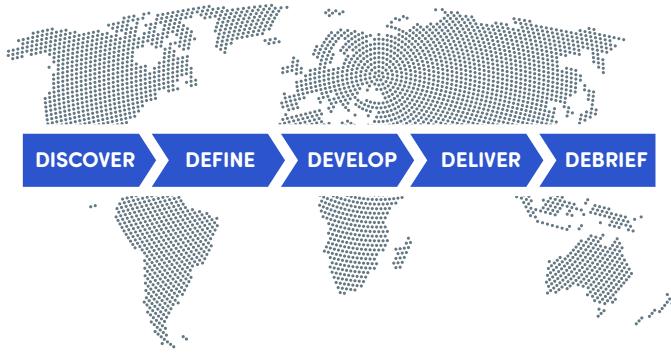
### Business value:

- Improve the efficiency of in-house testing with expert implementation services
- Maintain Spirent systems to ensure availability for critical use cases
- Quickly augment skill shortages to ensure execution of projects with time-sensitive test and assurance requirements
- Choose from a wide range of product services offerings to suit budget and needs

### Business value:

- Enlist experts ready to ramp up with specialized knowledge from day one
- Avoid unwieldy Capex and Opex expenditures, and engage only the work needed, when you need it
- Plan test and assurance automation workflows to accelerate work and reduce required resources
- Ensure an objective assessment or recommendation aligned to the business objectives is delivered

## The Global Services Delivery Process



**Discover:** Gather requirements; perform gap analysis

**Define:** Identify solutions that scale seamlessly to integrate flexibly with disparate systems; present roadmap; illustrate ROI

**Develop:** Create next-gen end-to-end solutions driven by our technology and service portfolio

**Deliver:** Manage projects; ensure outcomes are measurable, tracked by KPIs and improved over time

**Debrief:** Ensure customer requirements and expectations have been met

## Services Benefits

- Achieve higher quality vendor builds through lab consolidation and amplified test orchestration
- Realize a quantum leap in test lab capabilities and overall productivity
- Maintain lower risk through high-frequency release cycles
- Shrink ROI turnaround times and lower Capex and Opex expenditures
- Ensure standardized quality and acceleration of releases
- Support frequent deployment changes and upgrades to provide agility for evolving environments
- Attain the maximum value for your Spirent investment

## 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.



### Managed Solutions



### Product Services



### Consulting 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](http://www.spirent.com)

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