PASSPORT
Professional Services Portfolio

Optimize Network Performance and Configuration

Leverage our extensive experience & industry knowledge and run your network at peak performance.

Accedian Networks enhances your value proposition to your customers. Our portfolio of professional services optimizes network performance and configuration. We have a history of committed service delivery to over 350 customers worldwide, ranging from international service providers to competitive regional operators.

Our expertise is grounded in network planning, system implementation and delivering performance assurance. Our team can provide a comprehensive network analysis which will provide your organization with baseline Qualify of Service (QoS) performance with industry-leading tools, gain insights into the end-to-end service environment, and identify potential technology & performance improvements.

Accedian was founded to deliver exceptional service performance. Our software and firmware offers trending and reporting for network planning and optimization. We also provide service activation testing so service providers can turn-up with confidence, and real-time monitoring which allows for total visibility & expert data analysis.
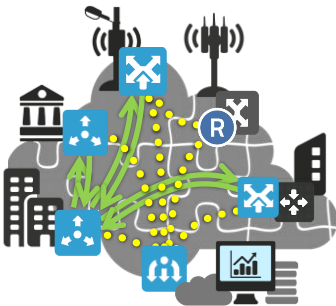
Accedian understands the importance of seamless integration and automation for accurate performance levels. We offer workflow automation for consistent service activation, and can interface network performance KPIs with NMS & SDN platforms. Our Network Performance Modules and Elements are also performance-assured to function within multi-vendor networks.

Professional Services Framework

Our professional services portfolio includes a comprehensive menu of services that will help your organization design, deploy and maintain best-in-class networks and services. Our teams provide standalone services for strategic projects or will work with you as an integrated, ongoing operational support partner.

Network Audit

Gain a real-time view of your network's performance. Receive detailed reports of end-to-end circuit quality and isolate performance bottlenecks. For wholesale services, we provide SLA verification to ensure you are meeting your commitments. Accedian uses an agnostic testing method which objectively and accurately verifies multi-vendor, multi-technology and multi-carrier networks for their inter-operability and performance validation.

World Class Services

A TEAM OF ACCEDIAN PROFESSIONALS AT YOUR SERVICE:

Professional Network Engineers (PNE):

- Set-up testing process & equipment
- Interpret data & generate reports

ACE-Certified Field Engineers

- Assist PNE with field/site specific functions and requirements

Customer Solution Manager

- Compiles report data
- Coordinates field efforts & schedules
- Main POC for customer

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Service Personnel

Network Deployment

Accedian has certified partners around the globe to deliver localized services as needed. Each deployment project is assigned an Accedian project manager to ensure seamless implementation, who will oversee an ACE-Certified partner to install and configure Accedian Network Performance Assurance Solutions.

System Turn-Up & Testing

Accedian believes network service activation should be quick and efficient. We can reduce MTTR (mean time to revenue) by simultaneously performing up to 8 system turn-ups at a time. No need to purchase expensive test sets, as Accedian offers its customers full end-to-end validation of service turn-ups (not limited to link tests or connectivity tests) with fully automated Ethernet & IP Service Activation Testing (SAT). An Accedian PNE will provide detailed RFC-2544 and Y-1564 reports, as well as MEF 2.0 compliant testing results. Once confirmed and validated, Accedian delivers a service "birth certificate".

Performance Monitoring

Monitoring the performance of your network is our focus, a continuous pursuit backed by exceptional product development. Our products offer continuous, real-time KPI monitoring, analysis and reporting of your network. Created with easy integration in mind, our platforms, elements & modules are fully operable within existing systems – saving valuable capital expenditure for other projects.

Our Network Performance Platforms deliver the Network State+, the most comprehensive and granular view of QoS available. We offer real-time metrics and trend analysis, segmented or end-to-end results and per-flow testing with detailed reports per link/traffic class. The implementation of Accedian Network Performance Solutions allows for reduced MTTR (mean time to repair), lower SLA penalty fees and most importantly, fewer customer complaints.

Fault Isolation

When a service is interrupted, Accedian understands the importance of locating the fault and correcting it for immediate re-activation. Our team offers on-demand remote troubleshooting for precise, real-time fault isolation and then provides a first and second level analysis to avoid any future incidents. Accedian's V-NID™ platform provides graphical reports with SLA criteria and failures found, as well as a description of the problems (VLAN, Uplink or Down, Issue(s) found). A final detailed analysis will be provided with recommended corrective actions and the Accedian elements, modules or other standards-based equipment that may be needed in order to identify the service affecting equipment.