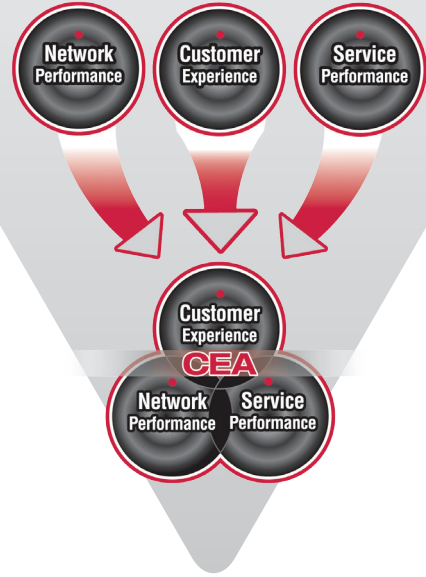




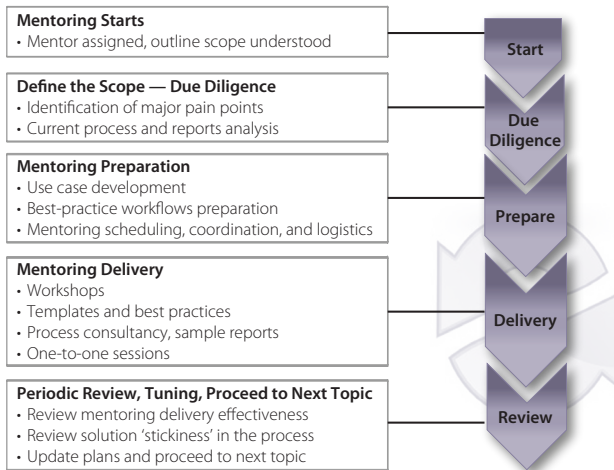
PLUS™ Mentoring Service for xSIGHT™ Customer Experience Assurance (CEA) Solutions

Maximize your xSIGHT value and ROI



At Viavi Solutions™, we understand that your operational support systems are an integral part of your business, and that your success depends on maximizing the value you get from them. Through our mentoring service, Viavi experts integrate xSIGHT tools into the day-to-day activities of different groups within the customer environment.

The PLUS mentoring service ensures that the value from your xSIGHT solution is realized as quickly as possible—it is available to all xSIGHT customers. Improvements to business metrics are presented at regular xSIGHT operational reviews.



Key Benefits

- Maximize your xSIGHT ROI
- Clearly define the role and value of xSIGHT in your processes
- Extract maximum xSIGHT value with trained operators
- Exploit new features and workflow enhancements

Key Features

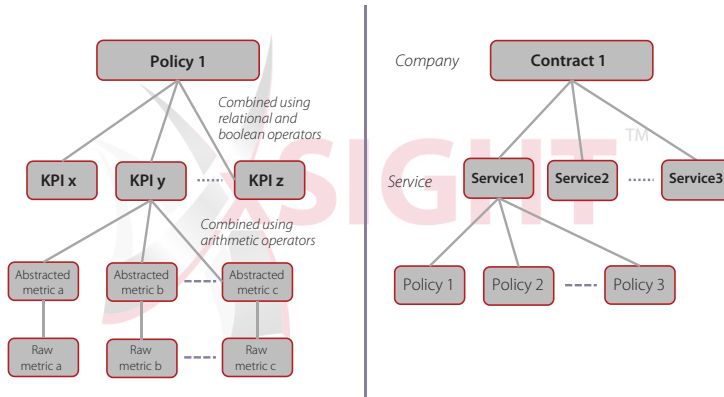
- xSIGHT CEA-certified onsite mentor for hands-on collaboration with solution users
- Creates and documents CEA use cases
- Defines reports and dashboards

xSIGHT Use Cases

By engaging in management workshops and one-on-one sessions with xSIGHT operators, a Viavi mentor will build and document value-driving use cases for the xSIGHT solution within your environment. These use cases can include network operation, network planning, customer care, service management, and marketing departments.

Use case content is created to facilitate integration into your operational processes and typically includes, but is not limited to:

- xSIGHT configuration including recommended data sources (network and reference)
- Enhanced workflow processes
- Design and implementation of required reports/dashboards
- Results highlighting xSIGHT value and forecasted improvements to reported business metrics
- Using xSIGHT tools to model customer SLA metrics



Operator Training

Based on the xSIGHT use cases, a Viavi mentor will build upon the standard user and admin training to enhance the operator’s understanding of xSIGHT tools. This training can be group-based, in a classroom format, and in a one-to-one onsite format. After completing the training, mentors are available for ongoing consulting.

Our Staff

PLUS professional services are delivered by a range of Viavi certified experts around the world. Our xSIGHT-dedicated team is trained on the complete CEA portfolio, and each mentoring engineer is a specialist in network technologies, and assurance processes. They are uniquely qualified and positioned to deliver proactive services that protect and maximize the value that xSIGHT delivers.

PLUS Professional Services

The Viavi professional service organization offers a complete suite of services aimed at resolving your operational challenges and advancing your adoption of new technologies to improve your effectiveness and efficiency, so you can provide more value to your customers and stakeholders.

The PLUS portfolio offers a comprehensive combination of services that addresses your deployment and support, consulting, customization, and manages services needs to tailor your solution, maximizing your investment and your operations team.

- PLUS helps you rapidly adopt to changing technologies and manage their impact
- PLUS solves your most challenging problems, optimizes processes, and speeds adoption
- PLUS ensures availability and functionality and provides expert support and education

xSIGHT CEA

Enable real and relevant improvements in customer experience while maximizing productivity and profitability in dynamic, converged 4G/LTE networks and beyond!

The xSIGHT CEA solution, powered by the xSIGHT real-time intelligence and analytics portfolio, is a fundamentally different approach to assurance. It delivers the ability to:

- Proactively identify and resolve problems having the greatest impact on customer experience in a fraction of the time of existing assurance solutions
- Break the assurance solution “traffic growth cost curve” with a substantial improvement in CapEx/OpEx, footprint, and scalability
- Integrate and correlate data from any source to any application for deep end-to-end performance visibility, reduced OSS costs, and data monetization
- Enable assurance of dynamic networks/ services with virtualization-ready, real-time intelligence



Contact Us **+1 844 GO VIAVI**
(+1 844 468 4284)

To reach the Viavi office nearest you, visit viavisolutions.com/contacts.

© 2015 Viavi Solutions, Inc.
Product specifications and descriptions in this document are subject to change without notice.
plusxsightcea-pb-maa-nse-ae
30175912 900 0714