

Extending the life of Versatel's network infrastructure

Customer reference for Lifetime Extension and Care Services



Atos has been selected as service partner by Versatel to extend the life of their existing telecommunication equipment.

Smooth operation of IT resources is vital for telecom operators. Expiring lifetimes of existing equipment represent a challenge for the continued operation of networks. When vendors of IT equipment declare the end of life of hardware and software components, operators are in a quandary.

They can invest in new technologies, reduce their service offering by switching off the parts concerned or negotiate special agreements for keeping up the support. All three options have one thing in common: They cost the company a lot - either in terms of money or customer satisfaction.

Atos' lifetime extension services offer an innovative new opportunity

Lifetime extension and care services provide reliable support beyond product lifecycles. They allow legacy systems to be maintained as long as desired by CSPs (Communication Service Providers).

A broad range of service options ensure the excellent performance of your network at all times. Our optimization services help you to reduce operating costs and increase service quality through constant network optimization. The Global Service Desk with its 24x7 support is the central point of contact in the event of problems.

Peace of mind thanks to established service competence

More and more telecommunication providers rely on the competence of Atos for maintenance of their networks. Due to our profound know-how in the development of telecommunication equipment we are in a position to provide top-level service for these network elements.

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Versatel chooses extended life for their infrastructure

When facing the decision of how to proceed with existing network elements (NetElements) despite ending lifecycles, Versatel decided to rely on the well-proven service competence of Atos.

Thanks to our longstanding experience in the development and support of network elements we are entirely familiar with all the relevant functions and procedures.

The cooperation, which started on November 1st 2013, covers software maintenance services for the network elements of Versatel's legacy core network. It includes Global Service Desk 24x7 for answering service and trouble tickets and Global Service Center with remote support and emergency support

About Versatel

Versatel is one of the leading providers of speech, Internet and data service providers on the German market. The company has a highly-modern and powerful regional fibre glass network with an overall length of 53,000 kilometres and a 19,000 kilometres backbone throughout Germany.

Versatel has its own network infrastructure in 33 of the 50 largest cities alone and provides customers with flexible services and products throughout Germany.
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