

# lifeXtender<sup>®</sup> Services

Reliable support beyond product life cycles  
Preserve your legacy networks and keep them running smoothly

Higher, faster, further – communications networks are intricately linked to the world's most dynamic markets. Continuous development, coupled with exponentially increasing demand, causes product cycles to speed up and manufacturer support periods to shrink.

Up until now, communications service providers (CSPs) had only two choices: running their legacy systems without support or emergency assistance, or replacing them at a high cost.

With lifeXtender<sup>®</sup> services, Atos Convergence Creators provides solutions to increase your options: hardware and software maintenance services, customer-specific adaptations, and integration support. And one other essential thing – peace of mind. A Global Service Desk and a Global Service Center are in place to provide rapid responses. Both, availability (24/7, 8/5) and service scope, can be tailored to your particular needs.

That way, you can rely on your existing equipment, even after the supplier has discontinued it. Meanwhile, subscribers benefit from service continuity – key to customer loyalty.

From a strategic point of view, lifeXtender<sup>®</sup> services allow legacy systems to be maintained as long as desired by CSPs – and later smoothly replaced by a new system from any vendor, according to individual investment plans.

No time pressure needs to occur, we allow you to keep your network running even during the transition to new technologies, thus enabling you to bridge the gap between roll-out of new network and end of support of old equipment.

lifeXtender<sup>®</sup> services give you peace of mind throughout your network's lifecycle, providing the operations quality your end customers expect while simultaneously decreasing your total cost of ownership.



## lifeXtender<sup>®</sup> Services – make the most of your network

“My proven network isn't broken – why fix it if I can depend on professional lifeXtender<sup>®</sup> services from Atos?”

“Redesigning or replacing our large, complex system would be too costly. Thanks to Atos Convergence Creators' services we can continue using our fixed-core network.”

“Re-training on a new system would not bring enough benefits to compensate the time lost.”

“With Atos Convergence Creators as a reliable partner, we can focus on our core activities.”

### Customer feedback

## Care services - keeping your network in top form

A broad range of service options ensures that your network operates at its best, around the clock. To prevent errors and detect any malfunctions early on, our specialists proactively test all processes and evaluate existing alarm systems. And if an emergency should occur, remote support is always on hand to provide assistance and solve the problem.

Additional services include on-site support and general troubleshooting, along with customized changes like site consolidation, network optimization, and network migration. Last but not least, integration support is available to make sure any new equipment is properly incorporated into the existing network.

## Optimization services - proactive and effective

Our optimization services help you to reduce operating costs and increase service quality through constant and proactive network optimization. With automatic periodical checks on statistics, as well as logging and event information over a defined period of time the service matches the results against an expert knowledge database. By means of auditing and performance monitoring it paves the way toward a continuous improvement of your customers' satisfaction, while our network planning and re-planning helps you to downsize your equipment, retain your services and reduce maintenance costs.

## Hardware services - preventive maintenance and fast response

We know you need dependable systems. Preventive maintenance regularly checks device status, keeping everything working smoothly and without downtime. Should worst comes to worst, a service team will quickly travel to your site and take care of the problem. Defective hardware is identified and, if necessary, replaced within a few hours.

## Global Service Desk - a single point of contact

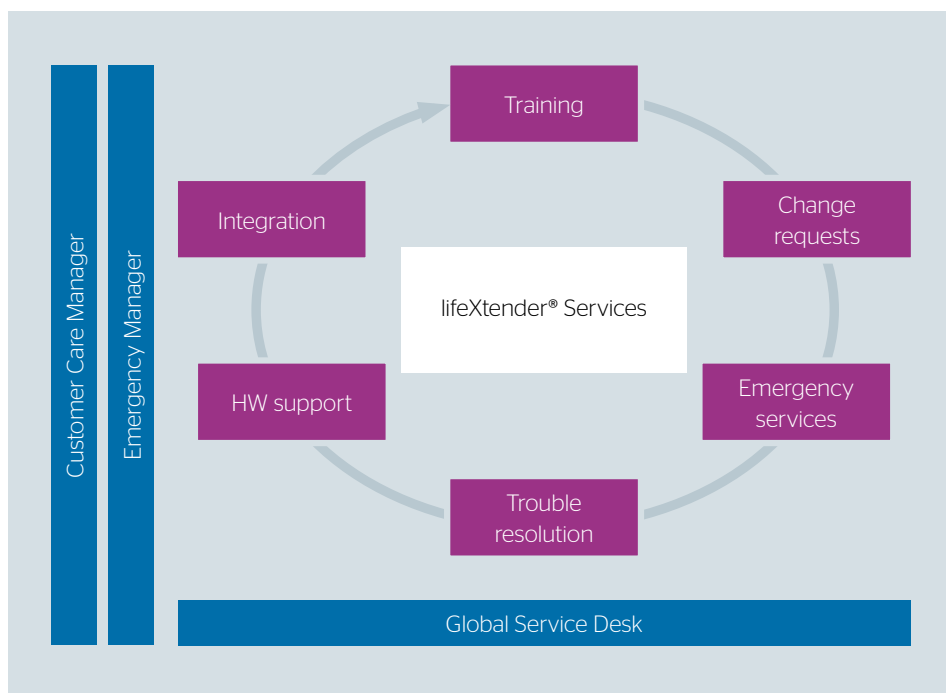
Twenty-four hours a day, seven days a week, the Global Service Desk is your point of contact should any problems occur. A web-based customer service portal records, manages, and tracks all incoming error reports. A comprehensive knowledge database helps identify and fix most malfunctions very quickly.

## Global Service Center - highest-quality support

During working hours (8/5), the Global Service Center handles any incidents that cannot be resolved by the Global Service Desk. In emergency cases an escalation manager and the Global Service Center support you 24/7.

By bundling advanced functions, cultivating a broad knowledge base, and involving highly skilled experts, we can guarantee maximum efficiency and optimum assistance.

Atos lifeXtender® services enable you to keep legacy systems in use, even after original vendor support has been discontinued. This prevents unnecessary investments and avoids costly redesigns. And your end customers benefit, too - enjoying the operations quality they have come to expect, without any undesired changes.



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