

UTC Advantage Delivery Methodology (ADM)

In order to ensure high quality in its delivered services, UTC has developed and instituted the ADM process. ADM is a structured process, with specific templates and milestones, for assessing business needs, designing network and systems requirements, developing implementation and launch requirements and specifying ongoing support requirements.

Step 1

Analysis of your needs

We work with you to establish your current operations environment (the is) and ascertain your goals for change (the should be). We ascertain your priorities, the expected time frames and any preferences and limitations on solutions. The result of this step is a clear Statement of Work that describes the expected deliver-

Step 2

Detailed requirements gathering

We work with your team to develop your requirements in detail. We use a number of state-of-the-art methodologies and tools to capture and document the requirements. Depending on the project, we may use methodologies intended to speed requirements gathering, such as prototype development and iterative development methodologies. The result of this step is a set of detailed process and/or systems requirements for your approval.

Step 3

Solution development and delivery

UTC works with its partners to develop the solution to meet your needs. Here also, we can employ state-of-the-art methodologies and tools to speed delivery, such as Extreme Programming and automated testing tools. During this step, we provide you with progress reports and work with you to develop acceptance testing plans and preparations for implementation of the solutions, such as the purchase of necessary hardware to support software. The result of this step is the delivery of our solution to you.

Step 4

Installation, turn-up and approval

We work with you to install, turn-up and test the solution. Depending on your needs, we may undertake to install and turn-up the solution for you or you may decide to do so yourself. We will work with you to insure successful turn-up of the solution. You will conduct an acceptance test of the solution to insure your satisfaction. The result will be an installed & approved solution.

Step 5

Knowledge transfer and Quality Assurance

UTC will train your staff on the solution and how to manage it. UTC understands that a project is not complete until you can manage it on an ongoing basis and will not consider a project complete until the necessary documents, skills and knowledge are transferred to the right people in your organization. We will also work with you to review the entire project in order to constantly update and improve our solution delivery process.



Technology Consulting Services

TO LEARN MORE

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UTC Associates, Inc. (UTC) is a solutions-based network services company focusing on all key aspects of complex network planning, design, testing, implementation, as well as on the ongoing operations of your network and services.

UTC can help you plan, implement and manage your support infrastructure.

As a service provider or an enterprise in a highly competitive environment, you need not only to deploy your network and services fast, you need to manage and support these services at a high level of quality, reliability and responsiveness. Your customers are expecting quick responses to service requests, no downtime, accurate utilization and billing information, and quick resolution of problems. At the same time, your networks are complex and your capital and expense budgets are tight and even possibly shrinking. Your challenge is to make the most of your operations staff by deploying the best processes and systems available to help you meet your goals.

UTC's PRACTICE FOCUS
Financial, Telecom, Pharmaceutical, Retail

VoIP Solutions

- VoIP Business Case & ROI Development
- VoIP Migration (UNE-P, TDM PBX)
- Design, Engineering, Deployment & Operations

Network Infrastructure

- DWDM, SONET/SDH, ATM, Frame-Relay, DSL, Wireless (Wi-Fi, WiMax)
- MPLS, Ethernet Transport Services
- Routing (BGP, OSPF) and Switching

Security

- Security Audit, Risk Assessment, and Analysis
- Virtual Private Networks (VPN: IPSec, MPLS)
- Fire Walls/Security Audit / IDS/IPS

System Process & Integration

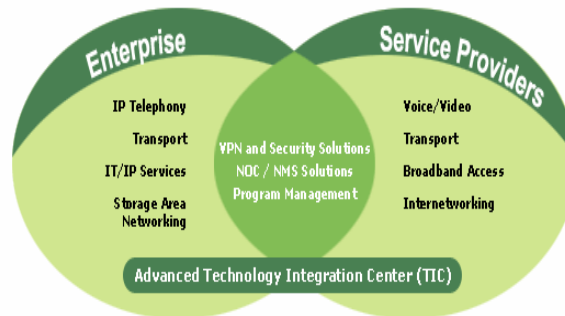
- Software Integration & Custom Development
- Process Design
- Quality Assurance & Automation



Design

UTC works closely with the Service Provider to define the business requirements for designing, supporting, implementing and managing the defined service offer. Services include:

- **Business Analysis:** UTC reviews market demand, end user requirements, competitive offers, available features, operational requirements, and pricing models.
- **Technical Analysis:** UTC reviews the current state of the network and future requirements. UTC can develop a Technical Services Definition and engineering guidelines and will create a detailed network design and network deployment schedule.
- **Vendor Selection:** If the Service Provider has not yet selected vendors, UTC makes recommendations based on the services definition and “best in breed” qualifications. UTC can also perform a RFI/RFP analysis on behalf of the Carrier
- **Process Analysis:** UTC defines operations business processes for provisioning end customer to managing capacity of the network. Processes include for managing the relationship with UTC as a supplier.



Testing

UTC provides end-to-end interoperability testing and validates operation for the delivery of services. Interoperability testing is performed to conform that the Carrier’s network service configuration is supported in a multivendor environment. Services include:

- Equipment functionality testing
- End-to-End Service Testing in multi-vendor environment
- Redundancy & Robustness Testing
- Configuration Testing: Verify new software release & service configurations
- Traffic Load Stress Testing
- Field Problem Duplication

Deployment

UTC has combined its own field experience and operational leadership in network deployments with that of global partners that can scale to meet the most demanding network rollout schedules.

