

Professional Services

Deploying new technology can be a challenge—one you do not want to face alone. Metaswitch professional services are available to supplement internal capabilities and ensure your network rollout is successful.

Whether you need support for network migration, design, project management, commissioning or custom engineering, we can help. The Metaswitch professional services team is staffed by some of our best engineers with an in-depth knowledge of Metaswitch products and a wealth of successful deployment experience.

The Metaswitch Approach

Metaswitch does not believe in a “one size fits all” approach. Every customer’s network represents a blend of technologies and engineering experience in service of a uniquely demanding customer base.

To ensure your successful network evolution, we offer a broad range of options that can be combined and customized to create the right solution to complement your in-house capabilities.



Metaswitch's Interoperability Labs

Network Planning and Design

Metaswitch experts will plan and configure an optimal design for your network that integrates new and existing network elements. This includes a managed approach to tools, IP and TDM network elements, verification test plan development, and operational best practices.

Project Management

Metaswitch will assign an experienced project manager to help you to successfully coordinate project activities from the planning stage through to completion. The project manager will work closely with your team to

- create a project plan
- provide a single point of contact for all activities
- proactively identify potential issues
- direct Metaswitch resources assigned to the project
- maintain an action item register for issue tracking
- hold weekly (or more frequent) conference calls
- run regular project reviews to review overall status.

Migration Services

Metaswitch employs extensive experience migrating subscribers from a wide variety of legacy Class 5 switches to our industry-leading platform. In addition, Metaswitch provides a proven methodology for the migration of existing PSTN facilities, including SS7 links and MF, PRI, ISUP and SIP trunk groups along with legacy switch translations.

End-to-End Verification

Deploying a multi-vendor network can be challenging. We can help. Metaswitch can provide support for all aspects of end-to-end network equipment verification testing, from writing test plans and designing test networks to tracking issues with other vendors.

MetaSphere Branding

Offering new services to subscribers via the MetaSphere application suite is an excellent way for carriers to increase brand awareness and build customer loyalty. Metaswitch can tailor the look and feel of your subscriber interfaces for both Web and Telephone, enabling new services for seamless integration with your corporate branding.

Targeted Engineering Support

The deployment of a next generation network may require outside engineering resources. Metaswitch can assign experienced engineering talent to tackle specific key tasks, including support for major cutovers, establishment of operational procedures and guidelines, and development of scripts for back-office integration.

Custom Announcements

What if you could customize the announcements your subscribers hear when they interact with your Metaswitch and MetaSphere platforms? We can help you develop announcements tailored to your subscriber, brand and language esthetics. These can then be implemented on a per service or per subscriber basis.

Translation Updates

Why not let Metaswitch save you time and money by keeping your switch up-to-date with changes in the Telcordia Local Exchange Routing Guide (LERG®). We will use the very latest data to update your translation tables on a quarterly basis.

Custom Application Development and Integration

Custom application development provides the ability to tailor our products to meet your exact requirements, for example by customizing billing records. Whatever the application, Metaswitch will develop to our rigorous standards and deliver to an agreed cost and schedule.

Marketing Support: Metaswitch MarketVisions™

In order to rapidly expand your business into new regions, new customer markets, and provide additional services to your existing customer base, it is not enough merely to build a network—you need a professional marketing plan. Metaswitch MarketVisions is a Marketing support program that offers a package of resources and services to support business growth. These include target market and competitive analysis, pricing studies, product brochure templates, and public relations development.

Second Hand Hardware Verification Service

Customers that purchase second-hand Metaswitch hardware can protect themselves by having Metaswitch certify the equipment and bring it into their existing maintenance plan. The service covers the PB series Universal Gateway Cards and SG series PSTN Signaling Cards.

Return and Repair

When it comes to the long-term operation of mission critical network elements, your peace of mind is important. Metaswitch offers customers without premium support the ability to return out-of-warranty equipment for replacement within just a few weeks.

Subject to change without notice. Contact your local sales representative or go to www.metaswitch.com/specs for most current information.



www.metaswitch.com