

# **Calix Services:** **Accelerating Network Evolution**

Use Calix Services as a strategic option  
to evolve your network, compete successfully,  
and deliver new services



## Calix Services: It's all about ROI

Calix has developed an extensive portfolio of professional and educational services, delivered by a world-class team of service engineers and other professionals. These services are targeted at helping communications service providers optimize their investments in their access network and supporting ecosystem to deliver new broadband services.

Accelerate your return on investment for implementing new technologies:

- Gain faster time-to-market for new revenue-generating services.
- Improve your network performance and QOS to increase customer satisfaction.
- Reduce operating expenses with fewer truck rolls and service calls and faster problem resolution.
- Increase the likelihood of project predictability and success.

Calix offers two categories of services covering a wide breadth of activities:



The **Calix Professional Services** team provides an on-demand pool of resources to augment your staff for specific projects. Highly trained engineers and project managers deliver a wide range of services – including deployment services, network performance audits and enhancements, and end-to-end deployment of advanced new services such as IPTV.

**Calix Training and Certification** accelerate your team's effectiveness by providing hands-on training in Calix solutions and by providing accreditation to your technicians as certified experts in deploying, maintaining, and troubleshooting those solutions.

## Calix Professional Services

The Calix Professional Services team offers an array of services to support all phases of network deployment. The services are offered in two forms – pre-configured service packages and custom services – and can include any network architecture or re-design support requirement. These services are delivered by certified Calix engineers for projects of all sizes and levels of complexity.

### Deployment Services

Using field-proven time-saving techniques and Calix Best Practices, Calix engineers apply the highest standards of workmanship to all engineering, furnish, and installation projects – which range from installing equipment in a central office or remote cabinet to retrofitting remote cabinets, as well as complete system and service provisioning and Calix software upgrades.

### Network Services

With deep access network experience, Calix engineers use a variety of techniques to analyze networks, optimize their performance, and/or prepare them for the deployment of new services. Network Services include:

- **Network Performance Audits** that disclose every aspect of your current network health in comprehensive detail
- **Network simplification and optimization**
- A wide range of **customized network services** that improve network performance and reliability, increase available bandwidth, optimize applications, and prepare the network for future higher-bandwidth demands

### Integration Services

When you're planning to deploy advanced new services in your network, Calix Professional Services can make a critical difference in assuring successful deployment. Complex multi-vendor projects like IPTV are tackled head-on by our experts.

Typical projects include:

- Initial planning, network architecture, and design
- Selection of hardware and software components and ecosystem solution validation in the Calix Compatibility Lab
- Pilot trials, acceptance testing, services rollout and, in some cases, ongoing support services
- Comprehensive, start-to-finish project management for additional assurance of success and subscriber satisfaction

#### Client:

Telecommunications  
Services of Trinidad and  
Tobago (TSTT)



#### Services:

IPTV

#### Role of Calix Professional Services:

Served as system integrator, performing comprehensive planning, design, ecosystem validation, deployment, project management, and ongoing monitoring and support services.

*"Our vision has been to bring world-class entertainment services to the people of Trinidad and Tobago.... Calix has played a key role in bringing this vision to reality, providing the partnerships, the expertise, resources, and the technology necessary to make this initiative a success."*

*– George Hill, Chief Technical Officer, TSTT*

## Why service providers choose Calix Professional Services:

### Five key advantages

Calix offers a unique level of value through Professional Services that an increasing number of our service provider customers have come to rely on for projects of all sizes and levels of complexity. Professional Services engineers are not merely experts in the access domain and in every Calix product; they also possess a deep level of knowledge, gained over years of field deployments, in the complex realm of **interoperability** – how **hardware and software from multiple vendors work together with Calix solutions** to deliver advanced services such as IPTV.

The Calix Professional Services team brings five key advantages to every project:

1. **Experienced Calix-Certified engineers** ensure the delivery of Calix expertise every step of the way.
2. **Product Serviceability Engineers** within Calix provide an additional level of procedural oversight and escalation support.
3. **Accredited Project Management Professionals (PMP)** guide all Professional Services projects with keen attention to the details of scheduling, dependencies, timing, and resources.
4. **All projects adhere to Calix Best Practices** that ensure optimal, efficient procedures, minimized downtime, and the use of field-proven scripts and other productivity-enhancing techniques.
5. **Every project begins with a thorough project plan** that spells out project scope, detailed procedures, service impact, contingent back-out processes, authorizations, and – as required – comprehensive *before* and *after* network diagrams.

## Calix Compatible Lab for solutions validation:

### Testing interoperability before deployment begins

For seven years the Calix Compatible Lab at Calix headquarters in Petaluma, CA, has performed solution validation for an array of interoperable middleware, set-top boxes, video-on-demand systems, and other hardware and software components from Calix partners. The Calix Compatible Lab **provides assurance** that compatible solutions from Calix partners will deliver expected results in the access network.

#### Client:

Reservation Telephone Cooperative  
Parshall, North Dakota



#### Services:

IPTV services using Microsoft Mediaroom

#### Role of Calix Professional Services:

Performed network audit, carrier-class router implementation, and network testing, and developed test plans and procedures.

*“With so many elements involved in the Mediaroom solution, our access network, and the backbone network, we needed help from someone who could help us create a solution that encompassed all of the required pieces.... Calix was right with us every step of the way. They shared learning from other customers’ environments and leveraged relationships from across their ecosystem to meet our needs. They stepped up and made it work.”*

– Brooks Goodall, Operations Manager, RTC

# Services: *Accelerating Network Evolution*

For Integration Services projects, the Calix Compatible Lab allows our customers to evaluate alternate ecosystem components so they can make the best component choices for their deployment. Then, before services are turned up in the customer's network, the Lab provides the critical confirmation that all components in a planned video deployment will work together and **deliver the required quality of experience for subscribers** – all before any effort or expense has been expended in the field. For complex multi-vendor projects, the cost and time savings have made a huge difference to our customers.

## Accelerating your staff's effectiveness: Calix Training and Calix Certification



Bring Calix expertise in-house by investing in Calix Training and Calix Certification for your technicians and engineers. By growing Calix expertise within your organization, you gain increased competence and agility in deploying and troubleshooting Calix solutions – which in the near term can directly contribute to decreased operating expenses. By leveraging our expertise to build yours, you build a stronger foundation for future technology initiatives – a readiness to expand into advanced new services with greater assurance, faster time-to-market, and accelerated return on investment.

**Calix Training** offers a wide variety of classes about the most critical subjects for service providers deploying our products – presented in your choice of two formats for flexibility and convenience:

- **In-person courses** are presented in selected public locations or presented on-site at your location.
- **Virtual Classroom courses** include the same content as in-person classes, but without requiring travel. Using the Calix Remote Lab, participants perform hands-on exercises using actual Calix hardware and software.

In addition, Calix online courses provide training **when you want, where you want**. A variety of interactive online courses, webinars, and tutorials provide product overviews and training at your desk and according to your schedule.

**Calix Certification:** When you become Calix Certified, you're demonstrating that you not only understand Calix solutions but also can apply your knowledge by configuring and troubleshooting real networks. A Calix-Certified technician is better prepared to turn up, maintain, and troubleshoot Calix systems and access networks.

When your company invests in Calix Certification, you are making a larger commitment to the future of your business, and the magnitude of the benefits grows accordingly. With Calix-Certified technicians and engineers on your team, the benefits of a trained staff become even more pronounced – with even greater gains in productivity, speed of deployment and troubleshooting, and return on investment for new technologies.

## Let Calix help accelerate your network evolution

For more information about Calix Services, contact a Calix sales representative, email us, or visit the Calix website.

### **Professional Services**

professionalservices@calix.com  
At [www.calix.com](http://www.calix.com) click Services > Professional Services.

### **Training**

training@calix.com  
At [www.calix.com](http://www.calix.com) click Services > Education.

### **Certification**

At [www.calix.com](http://www.calix.com) click Services > Certification.

### **Support and Warranty Services**

At [www.calix.com](http://www.calix.com) click Support > Calix Resource Center.