

Professional Services

SERVICE BENEFITS



NETWORK PLANNING/DESIGN

- Infrastructure Assessment
- 802.11 Wi-Fi Design
- Security Assessment/Design
- Network Switching Policy
- VPN Assessment/Design
- Quality of Service Design
- Antenna Location/Orientation
- Comprehensive Test Plans



IMPLEMENTATION SERVICES

- Network Security Integration
- 802.11 Wi-Fi Implementation
- VPN Implementation
- CAD/AVL Integration
- VoIP Integration
- Video Surveillance Integration
- Client Device Integration
- Application Integration
- Proactive Network Switching

The Challenge:

Today's enterprise networks and mobile network fleets are becoming increasingly complex. With larger numbers of network-aware devices and applications, the challenges involved in enabling those devices and applications are increasing tremendously. Multi-network capability and proper operation of that capability are now hard requirements, as "always-on" is now critical to the proper execution of mobile workforce duties and high-availability enterprise network design.

In the vehicle environment, operational imperatives are driving the need for vehicles to evolve into mobile branch offices, requiring access to enterprise resources, such as workforce management solutions, collaboration suites, integrated database applications and many other systems. Real-time connected applications, such as live video streaming and Voice over IP (VoIP) require consistent, reliable and resilient network connectivity.

In the enterprise and remote fixed environments, high availability, device access and application awareness are emerging as necessities for complete business intelligence of edge resources and the critical data provided. Extracting data such as device health, metering statistics and industrial equipment data allow for greater operational efficiency and more timely awareness of issues and challenges in the field.

Additional challenges exist between critical project timelines, dependencies and the availability of technical resources. All in-vehicle data systems are heavily reliant upon sophisticated and well-designed communication networks.

The Solution:

Sierra Wireless has the wireless communications solution, designed to provide the always-on workplace. As with any complex networking system, professional design, testing and implementation are critical to ensure that the solution meets the business, technical and operational requirements of the organization.

Sierra Wireless offers world-class Professional Services to deliver on the promise of the always-on wireless workplace.

ABOUT PROFESSIONAL SERVICES

Sierra Wireless has a Professional Services offering that provides full product life-cycle services, partnering with customers to ensure the most comprehensive and high-performance enterprise mobile network possible.

Our Professional Services team consists of highly experienced Project Managers and Network Engineers, who possess the knowledge and expertise, not only of the mobile network solution, but of the enterprise network and the integration of devices and applications into that solution. Our Professional Services team,



ADDITIONAL SERVICES

- Project Management
- Training Services
- Staff Augmentation
- System Audit/Design Review
- On-site Engineering Services
- Proof of Concept
- Solution Optimization

AFTERWARD

A critical component of any implementation of the Sierra Wireless solution, and a key differentiator, is our ability to proactively switch between wireless networks, whether they be 802.11 Wi-Fi, cellular, satellite or data/analog radio solutions. The solution provides less than 1 second of failover between networks, provided the solution is configured properly. The Sierra Wireless Professional Services team provides great value in testing and validation of a proper set of network switching and prioritization policies, which ensure the best connectivity experience possible to the end user in the field.

through a comprehensive Project Management and Technical Design process, delivers a complete mobile branch office solution to our Customers.

Our expertise covers a vast range of information technology components, including enterprise network routing, security and wireless data communications. Complete Systems Integration is a key component of the services we offer.

All Professional Services engagements are executed within the context of a well-defined project, described in a Statement of Work, which represents a contract to deliver the solution purchased by the customer. This project-focused approach provides peace of mind to key stakeholders that they can count on a successful implementation. Upon project completion, the Customer is introduced to our industry-leading Technical Support organization for long-term solution support.

DISCIPLINES

The Sierra Wireless Professional Services team incorporates skills across a number of critical disciplines:

- Project Management
- Network Security
- Network Routing and Switching
- Cellular Network Integration
- Voice over IP and Video Surveillance
- Computer Aided Dispatch (CAD) and Automatic Vehicle Location (AVL)
- 802.11 Wireless Networking
- Systems Integration

PROJECT EXECUTION

The Sierra Wireless Professional Services team executes on all projects with a highly focused Project Management-based methodology. Each project is defined with major milestone phases:

- Planning Phase
- Design Phase
- Pilot Phase
- Testing Phase
- Implementation Phase
- Operations Phase

Each phase of a project includes documentation that helps further define and guide the project, leaving the customer with a blueprint on replicating the implementation and adding future components.

Security is a key component of the entire solution. All offered products are hardened security appliances, and our Professional Services team use Security best practices to ensure the highest level of protection to the network, its components and the transmitted data.

A significant portion of the project execution is dedicated to a thorough knowledge transfer of the implemented solution, ensuring the Customer is trained and prepared to maintain, troubleshoot and expand on the implemented solution.

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About Sierra Wireless

Sierra Wireless is building the Internet of Things with intelligent wireless solutions that empower organizations to innovate in the connected world. We offer the industry's most comprehensive portfolio of 2G, 3G, and 4G embedded modules and gateways, seamlessly integrated with our secure cloud and connectivity services. OEMs and enterprises worldwide trust our innovative solutions to get their connected products and services to market faster.

For more information, visit www.sierrawireless.com.