Implementation Services

PROJECT PHASES

Plan
Design
Test
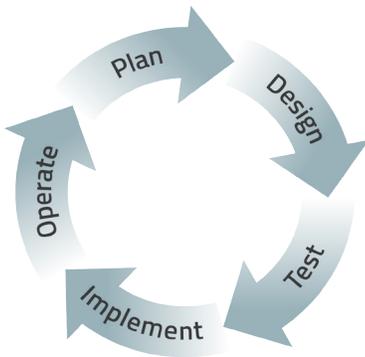Implement
Operate

PLANNING PHASE

- Project Scoping
- Challenge Statement
- Project Objectives
- Communication Plan
- Risk Management Plan
- Project Schedule
- Training Plan
- Project Closing Plan

DESIGN PHASE

- Network Design Review
  - Routing
  - 802.11 Wireless
  - High Availability
- Network Security Review
  - Virtual Private Network
  - Firewall Requirements
- Application Analysis
- Systems Integration
- Technical Criteria
- Success Criteria
- Configuration Planning

Overview

Sierra Wireless is the leader in wireless networking systems that provide organizations with secure, manageable end-to-end communications, addressing both mobile and fixed wireless communications needs. As a market leader, our Professional Services Team possesses a wealth of expertise in designing and implementing fixed and mobile enterprise networks in support of a wide array of enterprise applications and communications challenges. Sierra Wireless offers world-class Professional Services to deliver on the promise of always-on wireless communications, enabling both fixed and mobile needs and applications.

The Sierra Wireless Professional Services team provides Implementation Services to design a mobile fleet communications solution that addresses customers' business and technical requirements, as well as their operational objectives.

Project Execution

The Sierra Wireless Professional Services team delivers solutions, tailored to customer needs, which are executed based on an evolving set of best practices and Project Management processes and methodologies.

These solutions are delivered within the context of a structured project, defined by a Statement of Work and by a comprehensive Project Plan.

PROJECT MANAGEMENT

Project Management is at the core of all Professional Services engagements and is absolutely critical to the success of an implementation service. Each project is assigned a dedicated Project Manager who will guide customers, partners and third-party developers and installers through project execution and beyond.

Elements included in all projects include:

1. **Project Definition and Scoping** – Ensures the project is structured to fulfill the customer requirements and establishes a contract to deliver the agreed-upon solution.

2. **Recurring Project Reviews** – Ensures all stakeholders are involved and knowledgeable of project status, risks, critical path and milestones.

3. **Scheduling and Logistics** – The Project Manager will maintain the project schedule, calling out any timeline or milestone risks and offering plans to mitigate. The Project Manager will also handle any logistics relevant to the implementation and advocate internally on the customer's behalf.

Sierra Wireless is committed to all customer projects and provides Project Management to ensure project success.

PILOT PHASE

- Core Infrastructure
- Bench Testing
- Pilot Unit(s) Configuration
- Installation Verification
- Solution Training

TEST PHASE

- Application Verification
- Workflow Analysis
- Network Performance
- QoS Validation
- Pilot Monitoring

IMPLEMENTATION PHASE

- Refine Network Design
- Refine Configuration Plan
- Fleet Implementation
- Component Configuration
- Installation QA

OPERATE PHASE

- Transition to Technical Support
- Project Closeout
- Lessons Learned

"ASSURED SUCCESS"

IT projects can be quite challenging to implement in a timely manner while still achieving business objectives. This is even more relevant when considering a mobile fleet communications project, due to the complexities of wireless networking, carrier coverage and network security requirements. Purchasing implementation services from Sierra Wireless, based on a well-defined Statement of Work, provides the assurance of a successful implementation project. The Statement of Work represents a contract to deliver the agreed-upon solution. Sierra Wireless is here to deliver the solution you need for your mobile commnuications initiatives.

BEST PRACTICE PROCESSES

Our technical execution processes are developed and continue to evolve based on our wide breadth of experience implementing communications systems. A thorough investigation of business and technical requirements is conducted, which feeds into the design of a solution. A key practice, which is instrumental in the success of the overall implementation project, is the piloting of the proposed solution. This involves an implementation of the core network infrastructure and a small sub-set of the overall fleet, ensuring all design requirements are met prior to the full fleet implementation.

INDUSTRY EXPERTISE

The Sierra Wireless Professional Services team incorporates tremendous skills relevant to fixed and mobile communications:

- Project Management
- Systems Integration
- Infrastructure Security
- 802.11 Wireless Networking
- Enterprise Routing
- Virtual Private Networking

- Cellular Infrastructure
- Virtualization Technology
- Voice over IP
- Voice Surveillance
- And many more...

DELIVERABLES

Each project phase includes deliverable documentation, designed to properly document the implemented solution, as well as provide knowledge to the customer for operating, managing and adding to the solution.

Projects are initiated with a Statement of Work and are concluded with an Operational Support Handoff, providing a warm transition from the implementation project to Sierra's Technical Support organization.

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