

# Solution Optimization Service

## SERVICE BENEFITS

- Periodic Solution Health-Check
- Proactive Identification and Resolution of Negative Trends
- New Feature Reviews
- Workflow Analysis
- Configuration Optimization
- Open Issue Review

## PARTNERSHIP

Sierra Wireless is highly invested in the success of its customers. Sierra Wireless has a long history of implementing and maintaining mobile fleet communications systems and offer our expertise in the long-term direction and growth of our customers' mobile communications infrastructure. These Solution Optimization services can serve to enhance our partnership with our customers and provide a more integrated and intuitive approach to the long-term development of our customers' communications platforms.

## 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](http://www.sierrawireless.com).

## 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 Solution Optimization services to provide a periodic on-site engineer to review the solution implementation and provide any recommendations, guidance or training required to the customer staff.

## Service Description

Sophisticated information technology solutions require regular maintenance and evaluation to ensure the solution is operating at optimal levels and is addressing the needs for which the solution was implemented. Additionally, the implemented solution may be impacted over time, as customer infrastructure changes due to other project requirements, growth of the organization, or newer technology is implemented or introduced. Regular maintenance of the solution can address gaps that may evolve over time.

The Sierra Wireless Professional Services team offers Solution Optimization services, designed to provide a regularly scheduled on-site visit by a Senior Network Engineer who will perform a thorough review of the implemented solution, dependent systems, service infrastructure and system performance. This service can be provided on a quarterly or semi-annual basis and is a duration of one calendar week of on-site activity per visit.

The Solution Optimization service results in a report of the state of the solution, and any actions taken to improve on or redesign the solution. This provides the customer with a historical view of the solution from the implementation, moving forward, so all changes and decisions are documented, understood, and can be substantiated under future reviews. The end result is a well-designed and evolving solution that continually suits the needs of the customer.