

## CONSULTING, INSTALLATION & SUPPORT Services



Experts at your service for delivering the best end-user experience

Providing an outstanding customer experience is not only about technology, but also about people. Great benefits can be drawn from the specialized skills and expertise acquired by Anevia through thousands of IPTV deployments around the globe.

The Anevia Professional Services team is ready to assist you during all phases of your projects: from the early design stage, through the implementation and testing steps, and to the service launch and monitoring.

### Consulting

**Solution design** leveraging Anevia's extended knowledge of the technical possibilities and constraints together with its strong business relationships with key actors in the IPTV ecosystem. The Anevia Services team can study customer requirements and establish a set of technical recommendations based on its experience and on the interoperability testing done in its labs.

**Customization** in order to provide a complete solution meeting your exact needs. Services may include the development of new dedicated features in Anevia products or the configuration of complementary elements designed to smoothen the integration of Anevia products into your technical environment.

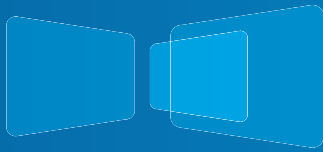
**Training sessions** are organized on a regular basis to provide the core technical and practical know-how required for the deployment, and maintenance of Anevia's products.

**Skills Transfer** as needed on specific projects to ensure prompt and successful service launch and the building up of internal skills. Dedicated or part-time resources can be allocated either in residential or remote mode.



#### Anevia Professional Services:

- Consulting
- Design
- Training
- Installation
- Project Management
- Support
- Audits



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### Launch Readiness

Deployment phase services to ensure a quick time-to-market and the most efficient usage of your internal resources include:

**Pre-configuration** implemented on Anevia products prior to shipment to speed up service launch and minimize on-site intervention.

**On-site or remote installation** and configuration of Anevia products in order to integrate them into your system architecture.

**Testing** strategy development and end-to-end testing performed by Anevia to ensure proper implementation of full solution.

**Project Management** by Anevia to follow-up the different steps of the projects and ensure the key milestones are successfully reached.



### Support Services

**Support and Maintenance** provided by Anevia with Silver and Gold levels adapted to your needs. Services include hotlines, commitments on turn-around time for reported issues, latest software updates, and much more.

**Operation Services** can be delivered by Anevia to reduce your support team workload. They include systems monitoring, software upgrades, and preventive maintenance.

**Regular or one-off Audits** provide an in-depth knowledge of your deployed systems including service usage and technical limitations. Proactive actions can then be taken to anticipate and plan for future system enhancements.



For more information, visit: [www.anevia.com](http://www.anevia.com)

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