ribbon®

Global Professional Services Portfolio

Ribbon Global Services provides complete life cycle professional services to help our customers plan, design, deploy, integrate, optimize, and manage their Ribbon networks and solutions. Through a unique combination of experience, expertise, breadth, and intellectual property, we can help customers large and small, deploy and migrate to secure, Next Generation IP and Software Based Communication Solutions whether on-premise or in the cloud. We enable our customers introduce new technologies, new revenue generating network services, and new business models faster thereby maximizing their investments. With every customer, every project, our goal is to become your trusted partner, mutually accountable and invested in your success.

Why Ribbon Professional Services:

- Vast knowledge and understanding of both legacy and secure, real time solutions (SIP, WebRTC, Security & Analytics)
- Scarce / Critical skills and expertise on cloud, virtualized and NFV based architectures and deployments
- Industry recognized leaders in Class 4 / Class 5 Network Transformation and Modernization
- Methodologies, best practices and tools that help ensure efficient and flawless execution
- Meticulous planning, risk mitigation and program management
- End to End accountability for Ribbon solutions
- Extensive global solutions and partnerships supporting both carriers and enterprises

Our Services Offerings:

Network Implementation - Ribbon offers a comprehensive suite of definition, deployment & integration services to streamline deployment of Ribbon's products and solutions and to help customers integrate Ribbon solutions into our customer's existing network infrastructure. Whether deploying a premise based Ribbon solution or launching new services from the cloud, Ribbon Professional Services can help our customers deploy new revenue generating network services, remove obstacles, and accelerate time to in-service and revenue generation.
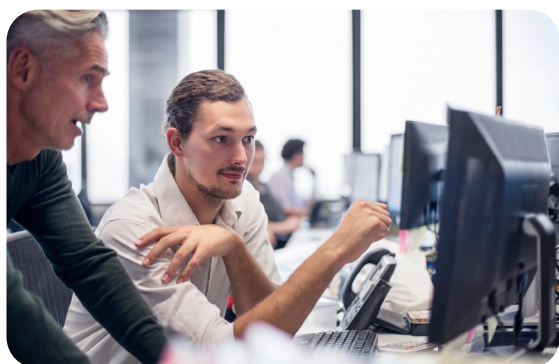
Network Modernization - Ribbon Professional Services helps service providers and enterprises evolve and transform their communications networks from legacy environments to secure IP and cloud-based architectures running on the latest technology and software releases. With unparalleled experience and a track record of success, Ribbon applies proven, repeatable processes, proprietary purpose-built tools, and rigorous project governance to minimize risk, prevent service interruptions and to deliver on-time and with the highest quality. Whether upgrading existing networks to new feature-rich software releases, replacing outdated platforms with new or virtualized technologies, or embarking on a complex Fixed Network Transformation or Mobile Network Evolution project, the world's largest service providers and enterprise customers have entrusted Ribbon to bring their real time communication networks into the next generation.

Customization - Ribbon understands that not all customers are the same and that success in the market comes from how you differentiate your network services. Our customization services are designed to help customers drive increased adoption and stickiness from their offerings through branding, custom applications, and API integration and adaptation services.

Staff Augmentation - Ribbon Staff Augmentation Services help our customers remove obstacles such as skills gaps, workload peaks, and staffing shortages in order to accelerate the introduction of new technologies and services or to free up existing customer resources to enable increased focus on key projects. Ribbon can provide highly experienced resources across a wide variety of skillsets from day to day network operations, database & routing configuration, service activation and more.

- Train and / or assist customer personnel on day to day operations, troubleshooting and best practices
- Support or perform ad hoc Integration and test activities
- Address scarce skills during peaks in work load or staffing shortages
- Assist with new technology introduction, Network Certification and New Service Launch
- Support Build, Operate and Transfer models to help customers move from definition to volume deployment, returning the network operations responsibilities to the customer a pace that meets their business case requirements and capabilities.

Managed Services (Incident Management as a Service) - The cost of interruptions to mission-critical real-time communications and multimedia data can be significant. Ribbon's Incident Management as a Service (IMaaS) offer provides proactive monitoring and expertise necessary to help ensure that your Ribbon 1000, 2000, 5000 and 7000 Series SBC's are working as intended at a fraction of the cost of building and staffing your own solution so you can concentrate on running your business. Incidents occurring within an IMaaS-monitored environment are correctly identified and driven to resolution at a greater velocity given the familiarity and immediacy of Ribbon's Managed Network Operations Center (MNOC) and Technical Assistance Center (TAC) teams. IMaaS can be coupled with subject matter expert support and maintenance support services to provide a holistic monitoring and management solution.

Consulting – Ribbon is a trusted partner for hundreds of Carrier and Enterprise customers around the globe, including most of the world's largest Tier 1 Carrier Service Providers. Whether you need guidance for key business, operational or technology decisions, Ribbon an help ensure you have considered all that needs to be considered to ensure you make the best decisions, and mitigate the risks, to ensure overall business success. We can help customers plan, design and optimize their networks, provide FCAPS integration and automation assistance and can help ensure networks are secure and protected from malicious attacks.

Education Services

Ribbon Communications believes that the best customer is an educated customer. Our Education and Training Services department has been instructing customers and channel partners on the benefits of Ribbon technology and solutions for decades. Courses are available on a wide range of topics, from network provisioning to advanced network service development and multi-vendor interworking. Each class is led by an experienced instructor with deep knowledge of real-time communications disciplines including voice, interworking of data networks, security, Unified Communications, service definition, wireless and broadband technologies, and database design.

Deployment and Integration Services

Advanced Services for Network Transformation

The centerpiece of Ribbon's Advanced Services practice is Network Transformation. Ribbon's Professional Services organization includes hundreds of IMS and IP Voice specialists and partners, offering extensive technical depth, network breadth, multi-vendor expertise, and tools to assist customers in all aspects of IP communications and network modernization

- **Client Customization / Custom Application Development** – Next Generation networks come with Next Generation Clients and Applications. Ribbon can provide the services to help you customize these clients and applications to meet your business requirements and can even create brand new revenue generating applications that will drive your business forward and create brand new revenue opportunities.

GLOBAL COVERAGE
with a **local** presence with resources in **20 countries**

100's
of **Skilled** Pro Services and Transformation specialists

Pro Services specialist average
15+
years of **experience**

365+
complex **system integration** projects per year

Global Professional Services Portfolio **QUICK FACTS**

65,000+
Network Elements **Supported**

40M+ ports
migrated to IP across 30+ switch technologies

20+ years
of multi-vendor / multi-technology **experience**

865+
switch collapses including 2,200+ subtending remotes

Contact Us Contact us to learn more about Ribbon solutions.

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About Ribbon

Ribbon Communications (Nasdaq: RBBN) delivers communications software, IP and optical networking solutions to service providers, enterprises and critical infrastructure sectors globally. We engage deeply with our customers, helping them modernize their networks for improved competitive positioning and business outcomes in today's smart, always-on and data-hungry world. Our innovative, end-to-end solutions portfolio delivers unparalleled scale, performance, and agility, including core to edge software-centric solutions, cloud-native offers, leading-edge security and analytics tools, along with IP and optical networking solutions for 5G. We maintain a keen focus on our commitments to Environmental, Social and Governance (ESG) matters, offering an annual Sustainability Report to our stakeholders. To learn more about Ribbon visit rbbn.com.