



EdgeView Installation, Upgrade and Migration Services



Improve Your Ability to Manage the Intelligent Edge™

EdgeView Service Control Center is a vital component that allows service providers to achieve granular monitoring and control over Ribbon Intelligent Edge™ Solutions. Proper use of EdgeView enables service providers to configure and install EdgeMarc solutions in a record amount of time. Using EdgeView in this way also helps service providers minimize errors and day two support issues.

To fully realize the benefits of EdgeView, it is vital that this tool be deployed correctly. Service providers can rely on Ribbon to assist in this process.

Benefits to Service Providers

Service providers preserve customer trust by maintaining high-quality, high-uptime VoIP services. The use of EdgeView doesn't just guarantee that high-quality VoIP will be maintained—it allows service providers to detect and mitigate problems before customers even notice an issue.

EdgeView must be correctly installed, configured, and maintained to provide these benefits to customers and service providers. With experts from Ribbon on tap, service providers can guarantee that this powerful tool is put to use correctly.

Specific Services That Ribbon Offers

There are four distinct steps to each engagement with EdgeView Installation, Upgrade, or Migration Services:

- **Planning:** Service provider and a Ribbon project manager will review the prerequisites and scope to confirm there is a clear understanding of the project goals.
- **Installation Services:** Ribbon will utilize its in-house technical experts to conduct the installation, upgrade, or migration based on the customer's requirements.
- **Post-installation meeting:** Service provider and Ribbon will review the configuration of the system to ensure it meets the goals of the project.
- **Ribbon Technical Assistance Center (TAC) Validation:** The Ribbon TAC team will validate that the service provider's configuration is correct, based on the original plan.

Get the Most Out of Your Solution

Merely purchasing EdgeView is only the first step to achieving mastery over the Intelligent Edge™. To truly realize the potential benefits of this granular control and monitoring solution, service providers should seek the input and advice of the Ribbon team. This critical step will validate service providers' technical mastery over this vital tool.

Related Services

Standard or Premium Support: To apply major bug fixes, keep up with software upgrades, and fix malfunctioning hardware outside of a warranty, a standard or premium support package is vital. Also, higher support tiers can get priority access to the Ribbon TAC, and even receive after-hours access in the event of a high-severity outage.

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, please visit [ribbon.com](https://www.ribbon.com).

Contact Us



We are here to help. Let us know if you are interested in a quote or if you have any questions.