



Program Manager



Take Your Ribbon Partnership to the Next Level

As service providers begin to deploy a new solution from Ribbon, it is essential that they be armed with the best knowledge and practices related to that technology. A program manager from Ribbon can assist service providers in every aspect of deploying a new solution.

Benefits to Service Providers

Many service providers use Ribbon Intelligent Edge™ Solutions as the centerpiece of the offering that they bring to market. As such, these providers can benefit significantly from the support that's offered directly from Ribbon itself. A program manager from Ribbon can marshal the information and resources necessary for service providers to deploy and maintain their product offerings in the best possible light.

Specific Services That Ribbon Offers

The program manager service offering provides a senior Ribbon management consultant who will guide all aspects of a service provider's relationship with Ribbon. Program Managers will ensure that service providers have consistent and predictable interactions with Ribbon that meet their business needs. Program Managers will be the main point of escalation for any issues that service providers encounter in their partnership with Ribbon.

Additionally, program managers can lead any special projects that services providers need to execute on their business plans. This includes testing automation projects where service providers integrate Ribbon products into their solutions or custom orders for key customers. No matter the scope or the objective, a program manager will oversee all the details to ensure success.

Get the Most Out of Your Solution

Some of the potential downfalls to deploying a new product offering represent unknown unknowns—for example, not knowing how to solve a problem, and not knowing who can provide a resolution for it. A program manager from Ribbon can help shine a light on those unknowns. As a senior Ribbon consultant, the program manager must know everything that a service provider needs to get a new solution off the ground. Whether service providers need help from support, engineering, or software development, with a program manager from Ribbon they'll never find themselves grasping for answers.

Related Services

- **Technical Account Manager:** Designated Ribbon personnel will serve as technical consultants for service providers, allowing them to deliver deep technical expertise, sales support, project management assistance, and more.
- **Resident Engineer:** An on-site support engineer dedicated to providing technical assistance to service providers. This resident technician will work at a service provider's facility and can travel to customer sites, providing instant, on-the-ground expertise for up to forty hours a week.
- **QuickConnect Interoperability Lab:** Eliminate the uncertainty of finding out whether an EdgeMarc solution will work with customer equipment. Instead, rely upon the expertise of Ribbon to create detailed configurations guides for interoperability with PBXs, softswitches, and other third-party products.

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.