



Resident Engineer



Supplement Your Technical Team with an On-Site Expert Resource

The Ribbon Resident Technical Service gives services providers an expert resident technician, available up to 40 hours a week for a specified term. Having an in-house technician from Ribbon eliminates the work associated with vetting and training an engineer, and is less expensive than paying an employee year-round. The resident engineer can be based at any of a service provider's designated sites and can travel to other places to support daily operations, solve technical problems, and help manage service levels.

Benefits to Customers

Purely from a customer confidence standpoint, there's nothing better than learning that new equipment is going to be installed and supported by the company that actually manufactured it. From a technical perspective, customers will see much faster resolutions to their issues with a Ribbon technician directly supporting their environment.

Benefits to Service Providers

Service providers will save on the cost of hiring and onboarding in-house experts by having a Ribbon resident engineer on-site. Also, the resident engineer will act as a force-multiplier for the rest of a service provider's technical staff, with the ability to train and assist other service personnel.

No one will be able to resolve issues with Ribbon Intelligent Edge™ solutions faster than an on-site technician from Ribbon. For issues that require additional support, the engineer will have access to the entirety of the Ribbon knowledge base, as well as remote service personnel from the Technical Assistance Center (TAC). Lastly, an on-site technician will be able to familiarize themselves with a service provider's on-the-ground technical environment in a way that no remote resources can match. Similar advantages apply to customer sites and teams.

Specific Services That Ribbon Offers

- A Ribbon Resident Engineer is an expert in the use of Ribbon solutions specifically, and VoIP in general
- Resident Engineers will sit side by side with a service provider's team to:
 - Provide TAC support to a service provider's customers.
 - Validate new software and hardware solutions from Ribbon.
 - Validate other new technologies within a service provider's solution.
 - Train a service provider's technical team on the Ribbon solutions that are in use.

- Ribbon takes the responsibility of vetting, hiring, and training Resident Engineers so they are experts on the Ribbon solutions that a service provider employs.
- Resident Engineers will have direct access to Ribbon technical resources to support the service provider, their solution, and their customers.
- This access includes access to senior Ribbon TAC resources, Ribbon Engineers, and the Ribbon Quick-Connect Interoperability Lab.

Get the Most Out of Your Solution

With the expertise of a Ribbon Resident Engineer on tap, service providers will never have to wait on the phone before they start receiving assistance with their Intelligent Edge™ Solutions. Instead, they will be able to instantly unlock the services of a highly trained expert, who can assist with both internal and customer issues, as well as upgrade the abilities of their in-house technical staff.

Program Manager: A high-level consultant acts as an interface between Ribbon and service providers to coordinate sales strategy, technical services, and more. This individual helps bring marketing and sales positioning in line with services, allowing service providers to gain the maximum amount of leverage from Ribbon market positioning.

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.

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 rbbn.com.

Contact Us

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