

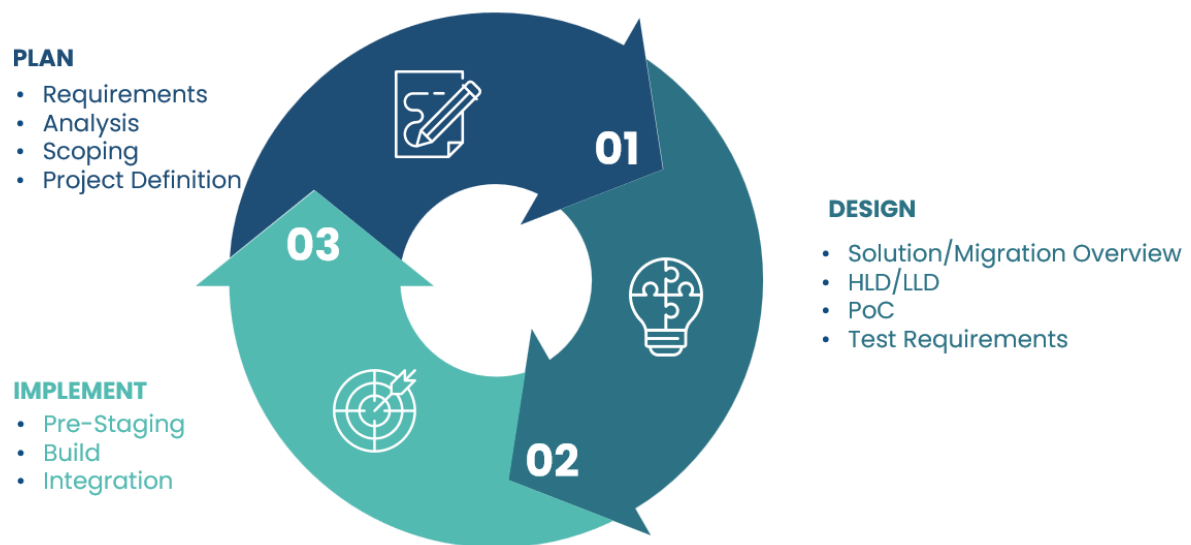
Plan, Design & Implement

Service Definition Document

May 2024

Service Description: Plan, Design & Implement

Flint Technology Services offers a comprehensive ‘Plan, Design & Implement’ service designed to expertly manage every phase of your technical projects. Our approach includes detailed planning with stakeholders, innovative design by expert architects and successful implementation by our skilled team. We ensure robust, scalable IT solutions equipped with the latest technologies and backed by continuous support and adaptation to meet evolving business needs.



Example Services:

- Network Rollout
- Migration
- Product Introduction
- Project Management as a Service

Network Rollout

We excel in providing network rollout services that cater to the evolving needs of modern telecommunications and IT infrastructure. The applications of network rollout are multi-faceted, as they can be as a result of a network upgrade or new devices; but commonly they invariably require the deployment or swap-out of devices over a wide geographical area. Our approach to network rollout is meticulously planned and executed, focusing on precision, adaptability, and end-to-end service management.

Benefits:

- Rapid deployment of network infrastructure – significantly reducing the time to market
- Minimal disruption to the rollout process by leveraging robust project management techniques and advanced technological tools
- Customisation – we tailor network rollout solutions to meet the specific requirements of each client

Migration

We offer a structured and efficient migration service that ensures seamless transitions of IT systems, applications and data to new operating environments. Our approach begins with a detailed assessment of the existing infrastructure, followed by a strategic planning process that identifies the most effective migration path while minimising risk and downtime.

Benefits:

- Minimal disruption to ongoing operations, allowing businesses to continue their functions without major interruptions during the migration process
- Improved system performance
- Future-proofing – our solutions are designed to accommodate future technological advancements and business growth, ensuring the migrated systems remain relevant and efficient

Product Introduction

We support clients with the successful launch of new products through a carefully crafted, market-oriented strategy. Our methodology encompasses extensive market analysis, the acquisition of customer insights and competitive assessment all aimed at refining the development and strategic positioning of products.

Benefits:

- Significantly improves the products alignment with market demands – enhancing its potential for success
- Accelerates the products entry into the market
- Prior to product launch our test and verification services will help identify potential issues, allowing for proactive adjustments that mitigate risks associated with market entry

Project Management as a Service

Our service is built on a foundation of agility, adaptability and a deep understanding of industry best practices, enabling us to tailor our approach to meet the specific needs and goals of each client. We deploy expert project managers equipped with the latest tools and methodologies to plan, execute and monitor projects, ensuring they are completed on time within budget and to the highest quality standards.

Benefits:

- Access to expert resources and skills without the overhead associated with hiring and training in-house staff
- Scalable service model allows for flexibility and adaptability, enabling clients to swiftly respond to changing project demands and priorities
- Commitment to excellence and continuous improvement in project delivery processes ensures that clients can expect not only enhanced efficiency and effectiveness in their projects but also innovative solutions that drive their business forward

Case Study: Telco Cloud Evaluation and Implementation

Business Issue:

- Market evaluation and selection of a generic Telco Cloud solution/platform that will support complex VNF/CNF's.
- The MNO wanted to find a supplier that could be “trusted” to provide a robust solution and have a support capability that covered all aspects of the “stack” from the underlying NVFI hardware, the OpenStack/K8 control environment through to the actual system applications running on the cloud.

Solution

- Flint Technology Services was asked to provide a managed service to support the MNO with the evaluation of the Telco Cloud solution from a number of market leading suppliers.
- Decide and agreed evaluation criteria; technical capability, stack support, in-life support, commercial structure, company vision.

Approach

- Technical evaluation of different Telco Cloud providers product offering, including “product roadmap”, support system, etc.
- Creation of RFP and SoW which was issued to selected vendors “whittled down” from the initial evaluation.
- Assessment of the technical and commercial responses to RFP and SoW, including the creation of a scoring system for the vendors.
- POC phase – run in parallel with the RFP process to become familiar with vendors platform, their support capability, their ability to onboard a specific target VNF/CNF, the performance of the VNF/CNF's on the cloud platform, etc.

Customer Benefit

- Validation of appropriate product selection by trusted industry expert.
- RFP Process conducted to meet customers' requirements and assess bidders.
- Proof of Concept trial conducted by independent vendor agnostic experienced team

Case Study: Deep Packet Inspection Platform Introduction

Business Issue:

An operator needed to implement a Plan, Design, Integration (PDI) framework for deep packet inspection, analytics and traffic management that is compliant with 3GPP standards. This framework was required for both fixed wireless access and mobile subscribers, with a focus on supporting asymmetric traffic flows. The key objectives were to enhance the Quality of Experience for subscribers through effective policy management and to develop a system capable of enforcing per-subscriber and per-group policies in an application-aware, access-network-aware and location-aware manner. The solution needed to integrate seamlessly with existing charging, provisioning and operational architectures without causing disruptions.

Solution:

FTS recommended the Sandvine Active Network Intelligence (ANI) solutions to address the operator's requirements for a deep packet inspection platform. This solution was specifically chosen for its compatibility with the operator's business goals and its capability to handle the complexities of modern network traffic management

Approach:

- Deployment and integration of the hardware/software solution in the test Lab, followed by thorough verification testing
- Configuration and testing of customer specific use case scenarios to ensure compliance with the operator's particular business needs
- Integration tests with the operator's existing OSS and BSS systems
- Configuration of live nodes both on-site and remotely, with ongoing integration support as these nodes were activated
- Providing specialised product and implementation training to the operator's design and support groups

Customer Benefit:

- Enhanced traffic management features that are fully application-aware allowing for adaptation to changing network scenarios
- Complete network traffic visibility, with the ability to drill down through various levels to per subscriber detail
- Full End-to-End project delivery of the solution including Design through to Implementation, Verification and acceptance
- Engineering capabilities within the customer's team, facilitating successful integration into the network and timely implementation of necessary network changes

Case Study: FTS Project Management as a Service (PMaaS)

Business Issue:

- Customers have many projects to deliver each year, often without enough dedicated Project and Programme Management capability.
- Shortfall in available project management capacity can have knock on impacts to programmes of work.

Solution:

- Developed a Project and Programme Delivery Service.
- Providing experienced and appropriately skilled Project Managers, Project Coordinators, Programme Managers to Kick-Off and successfully deliver each project.

Approach:

- FTS engages early to support internal project scoping planning and meetings – to get projects approved and ready for kick-off.
- FTS will provide appropriate candidate Project Managers (PMs, PgM, SPM, PC, etc) for Customer approval.
- FTS Project Managers may manage multiple projects simultaneously, most likely at various lifecycle stages.
- FTS PMO shall provide oversight, governance, reporting and escalation as required.

Customer Benefit:

- Provide a flexible model for engagement of Project Resource to meet internal capacity constraints.
- Engagement of either an FTE equivalent or part-time requirement of project resource.

Why Flint Technology Services?

We are a trusted delivery partner providing knowledge and expertise with our technical specialists. Flint Technology Services has a proven track record of successfully delivering a wide range of services to both public and private sectors, from providing technical recommendations to large complex transformation programmes. We believe we are the ideal partner and bring the following:

- **Empowered by Ownership:** Unparalleled commitment and motivation, driving innovative solutions and exceptional customer service through a workforce deeply invested in our collective success.
- **Flexibility & Scalability:** We are adaptable, flexible, and easily accommodate changing demands and innovative engagement models, while also scaling our support to meet project demands.
- **Delivery-Focused Approach:** We have successfully delivered projects of all sizes, from small scale projects to large complex projects.
- **Skill Transfer:** With each project we ensure a seamless transfer of knowledge and skills, committing to collaborate with stakeholders at all levels to share our expertise and best practices. Additionally, we offer product training to enhance understanding and application of new solutions.
- **Technology Expertise:** Flint Technology Services expertise is in networks, Mobile and Fixed core and access, Software Defined Networks, Virtualisation, Containerisation, Private/Public/Hybrid Cloud Solutions, Application Performance Management and Observability.

Flint Technology Services – Work Packs

FTS provides a range of Service Work Packages which can be customised to meet your business requirements and challenges. Examples of these Services and Technology areas are shown below:

Applicable across all FTS Services

- New Product Introduction
- Service Migration
- BAU Operations and Support
- Software development
- Testing Services

Broad range of technology

- Data Centre
- Virtualisation / Containerisation
- Management and Orchestration
- Advanced Routing and Switching
- Software Defined Networks
- Network Security
- Network Automation
- 3G/4G/5G MPC/EPC
- NFV & Telco Cloud
- Private Networks

