



Metricell Service Definition Document

Consulting Services

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1 Why Metricell?

Metricell is on a mission to deliver connectivity. We work with our customers to design, deliver and manage wireless communication networks - with a shared ambition of achieving flawless network experience. We have been responsible for a number of first-to-market products, and have worked with customers to support their journey to the cloud by providing various services. Our technology is characterised by the relentless pursuit of automation and digitalisation.

Our geospatial intelligence tools traverse a wide range of business processes - from Test & Measurement to Customer Experience Management – and we are pioneers in the areas of Crowdsourcing and Digital Self Care. Our technology is today in use by a broad range of customers; thousands of their personnel; and millions of devices worldwide.

Through our world-class products, hosting infrastructure and technical knowledge, Metricell can provide an intelligent and scalable solution to meet the requirements of any customer. We are a Horsham based company with almost 15 years of experience providing software and services to governments, telecommunications companies and enterprises. We have a close relationship with both telco organisations and industry consultants, as well as a solid track record of delivering successful software platforms, capable of handling complex datasets and displaying them on our web-based geographic information system, as well as various services that support the strategic needs of our customers.

We have a number of certifications, such as ISO Information Security, Quality Management, and Business Continuity, and awards including a Queen's Award for Innovation and International Trade, demonstrating our capability on delivering first class projects – on time, on budget and at scale.

Our significant software and data analytics work supports our strategic analysis of complex technical and commercial projects, particularly involving complex infrastructure, large scale data loading and analytics, and powerful visualisation and collaboration tools, all developed and maintained inhouse.

2 Service Overview

For more than a decade, Metricell's Consulting arm has worked with organisations in the public and private sector to solve complex operational problems across various domains.

Metricell Consulting services are considered as a 'One-Stop-Shop' for all infrastructure and digital needs of an organization. Our ability to combine in-house software solutions with practical expertise in Telecoms, Development and IT provides a unique ability to work closely with our customers to routinely deliver breakthrough results. Our consulting services focus on providing expert resources and solutions that can efficiently deliver against customer's objectives; often related to RAN & Fiber Networks, QoS, and Hosting.

Metricell Consulting services are founded on the following key principles:

- **Digitalisation**, is a key focus of the company, by providing various solutions and services that improves the operational workflows of an organisation through the adoption of digitalisation.
- **Automation** through the adoption of new technologies and processes to enable significant operational improvements.
- **Cost Efficiency** is ensured by providing flexible pricing models for Metricell expert resources, and Managed services.
- **Operations Efficiency** is achieved by leveraging Metricell expertise and track record, to support and guide our clients throughout their journey to the cloud.

3 Service Features

- Strategic guidance for connectivity improvement services.
- Fiber & RAN Network Design, Implementation, Optimisation and Managed Services.
- Cloud Hosting, Monitoring, Support and Security Services.
- Business Analysis and Consulting.
- Implementation and integration of BI solutions.
- Big data analytics services.
- Turnkey solutions development.
- QoS assessment and optimisation services.
- Compliance assessment, and against regulatory requirements services.
- Performance evaluation and related services.

4 Service Benefits

- Enhanced time to market for development needs.
- Expertise and best practices guidelines in Digital, Telecom and IT.
- Reduce costs through tailored managed services.
- Increased procurement efficiency derived from architecture optimisation.
- Full turnkey managed services provision.
- Enhance decision making through access to experienced resources.
- Highly flexible and agile approach, designed to deliver maximum value.
- Outputs based on years of industry experience and best practice.
- A powerful blend of software and consulting services.
- Automation and large-scale analytics via software, enriched through consultation.

5 Consulting Services Components

Metricell Consulting division provides expert resources in the field of Telecommunication, IT and Development, that can support Buyers in any stage of a project' lifecycle to provide valuable expertise and propose fast, cost-efficient solutions to a range of business needs.

- **RAN & Fixed Networks:** Metricell proposes various services ranging from the Design and planning of networks, to optimisation and benchmarking, either through the provision of expert resources that can be placed within buyer's teams to work collaboratively on producing deliverables, or through the provision of consultancy deliverables in the form of reports, best practices and strategic guidance that can be delivered to organisations.
- **Infrastructure Services:** Metricell can work with organisations to address all infrastructure requirements throughout the various phases of an infrastructure project, through the provision of different levels of expertise, ranging from infrastructure architects, to support engineers. our services focus on delivering valuable benefits to organisations while minimising costs through a flexible service offering.
- **Architecture Services:** Metricell offer expert architecture resources and services that can help organisation design and implement their architecture needs, for solutions, infrastructure and networks. Alternatively, Metricell have experience working collaboratively with organisation to produce architecture deliverables that can be provided in the form of guidelines, best practices or reports depending on the specific needs of the buyer.
- **Analysis Services:** through in-house solutions, and expert resources, Metricell can provide valuable outputs to help any buyer with their business needs. We provide services around business analysis, business processes architecture, customer experience and user experience.
- **Development Services:** Metricell offer a flexible approach to the development needs of the buyer. Either by the provision of expert resources that can work collaboratively within buyers' teams to deliver development project, or the provision of turnkey solution based on specific needs of the buyers.
- **Management Services:** Metricell offers a tailored and scalable approach to management services which allows the buyer to focus on delivery of core services whilst taking advantage of industry leading experts and specialists in management.

6 Pricing

Please refer to the supporting Pricing Document for this support service.

7 Ordering Process

To procure the support service, please contact us by e-mail in the first instance on sales@metricell.com. Upon receipt of your email, a member of our sales team will make contact to schedule a session to discuss your requirements in more detail to confirm the complexity of the requirements. All pricing will be as per the associated pricing sheets.

About Metricell

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Find out more at www.metricell.com

