



**Your Legacy  
Genband (formerly Nortel) DMS™/CS2K™ Technical Support  
Partner**

**We Eliminate Obsolescence by Extending the Life of Your Legacy GENBAND  
Equipment**

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## Why Choose ZT?

ZT was created to realize a vision that as products enter the later stages of their product life cycle, and as maintenance costs increase, there exists an opportunity for a company to provide that specialized level of support; in effect, *to extend the life of those legacy products at reduced cost*. Many of the products in the telecom industry, such as, switches, transmission gear, etc. have been in the network 10 to 20 to even 30 years or more. A good example is the Nortel Class 4/5 switches that were deployed in the 1970's and are still in the telecom network. The questions are:

- *How do you continue to provide advanced technical support and repair or replacement of existing parts?*
- *How do you work with the service providers to be proactive in identifying problems before any catastrophic failure occurs?*

Lack of support should not force you to replace your legacy equipment with new equipment that provides the same functionality.

## ZT answers the questions.

*ZT is unique in that it provides a service and is not a contract house. ZT's team of experienced US-based employees pride themselves in their workmanship. Our goal is to keep your equipment operating at peak performance indefinitely. ZT's employees have a long history that exhibits strong customer focus, a proactive approach, and vast experience in supporting complex networks. When a major catastrophe hits, ZT employees will restore your system to its normal, optimal running state.*



*ZT's team approach is unique in the industry: Using multiple disciplines to solve the most complex of problems. ZT's team includes hardware design engineers; physical design engineers with experience in NEBS; Tier 2, 3, and 4 customer support engineers; software engineers; router and IP experts; and experts of Central Office OA&M procedures. ZT's team provides MOPs and helps manage key projects as needed. Again, ZT's goal is to be proactive and prevent major catastrophes in the network.*

*ZT has laboratories to provide support for our customers. By having access to equipment, ZT personnel can replicate your problems and offer solutions. Typically, ZT will document the necessary procedures in a MOP and work with the service provider during a maintenance window to maintain that high level of support. ZT is often requested to help with repairs or to help find replacement parts. ZT works with many repair vendors and secondary market suppliers to obtain the best equipment at a fair price. ZT will pretest the equipment in the labs and ensure that it has the appropriate software/firmware revision levels before it is shipped.*

## Genband (formerly Nortel) Support

ZT Technology Solutions Switching Center of Excellence provides you with all your technical support needs, including recovery, maintenance, engineering and configuration assistance on all Genband (formerly Nortel) legacy equipment.



ZT's engineering staff consists of former Nortel TAS, ETAS, GPS and technical instructors with a vast knowledge base for troubleshooting and maintenance of DMS™ equipment. Our engineers are available 24/7 to support you and ensure that you receive best-in-class service.

The ZT engineers are all US-based and understand the importance of keeping your switching network at peak performance. No longer do you have to worry about support being eliminated due to End-of-Life policies or skyrocketing OEM maintenance costs.

ZT is here to continue your DMS™ support and help you develop consolidation and migration strategies.

- **Are you tired of expensive DMS™ maintenance fees?**
- **Are you tired of being told that your DMS™ products are End-of-Life?**

ZT can offer you a better alternative and extend the life of your DMS™ equipment. You should migrate to newer technologies when YOU are ready, and not when support vendors discontinue support or raise prices.

### **ZT's Value Proposition**

- Reduction in maintenance costs
- Expertise to meet all your technical needs
- Superior problem resolution and reduced downtime
- Improvement in customer satisfaction
- Improve network and equipment efficiency, and utilization

### **ZT Services for Genband (formerly Nortel) DMS™ Products**

#### **Technical Support Services (Level 1, Level 2 and Partial Level 3)**

- Remote Technical Support
- Complete System Restoral
- Billing problem resolution
- Restoration of all outages

#### **Capacity and Performance Management**

- Improve customer service through increased network availability
- Understand current levels of switch trunk capacity
- Offer recommendations for network growth and redeployment to meet future demands
- Generate plans for ensuring an outstanding Quality of Service (QOS)

#### **Translations Help Desk**

- Subject matter expert consultation: Provide problem resolution with escalation to higher level if necessary.
- Feature implementation: Provide assistance with translations changes
- Complete implementation: Provide translations building, removal, modification, and testing, as well as Operation Support System updates and respond to special customer requests

#### **Complex Translations Services**

- Translations Cleanup: Identify and correct database errors
- 7 to 10-digit dialing: Implement mandatory dialing
- 911 Call Routing: Proper trunk group
- Voice-mail switch updates

#### **Consultation Services**

- Prepare large-scale plans

- Determine solution feasibility
- Analyze options

### **On-Site Support**

- End-to-end tune-up service of equipment and network

### **Equipment Supported**

ZT's support of DMS™ and CS2K Succession equipment is comprehensive: from the front-end processors to tip-and-ring.

#### **DMS-10™ Support**

ZT supports all configurations, including the following remote equipment: RSLE, OPM, RLCM, OPSM, RSLM, Urban, Rural, Star Hub and SCM-10s (SLC-96)

#### **DMS-100™ Support**

CM (Super Node), XAC (XA CORE), MS (Message Switch), JNET (Juncture Network), ENET (Enhanced Network)

#### **Peripherals**

IOC, DDU, LPP, MTM, LM, LCM, DTC, LGC, SPM, RSC, OPM, OPAC, RLCM, RCC/RCC2, SMA/SMA2, SDM (Billing, load back-up)

#### **CS2K™ Succession Equipment Support**

CP3 Shelf, ERS8600 Passport™, XAC/Succession (Hybrid), SDM (Billing, load back-up), CBM (Billing, load back-up), CMT/IEMS (CS2K™ Management Tool), SAM21 (Shelf), GWC (Gateway Controllers), Passport™ 15K/20K, Passport™ 7K, MG9K, legacy equipment hanging off ABI cards.

### **Next Step**

ZT is committed to meeting your high standards of technical support for your legacy products. ZT will develop a comprehensive and customized support package to meet and exceed all your metrics for response and restoral of service. We will significantly reduce your existing OEM maintenance costs and give you the assurance that an experienced engineer will always be available, even after the OEM stops supporting the product. ZT can develop support plans that range from "Bucket of Tickets" to on-site services to meet your needs. ZT will stand behind its reputation and will gladly provide customer references and a customized price proposal.

For more information on how we can help you  
extend the life of your network

*visit our website at:*

<http://www.zttechsol.com>

or

call us on 732-217-3081