



ZT Multi-Vendor Maintenance (MVM 2.0) Solution

ZT Technology Solutions
1 Bethany Road
Suite 56
Hazlet, NJ 07730
Phone: 732-217-3081

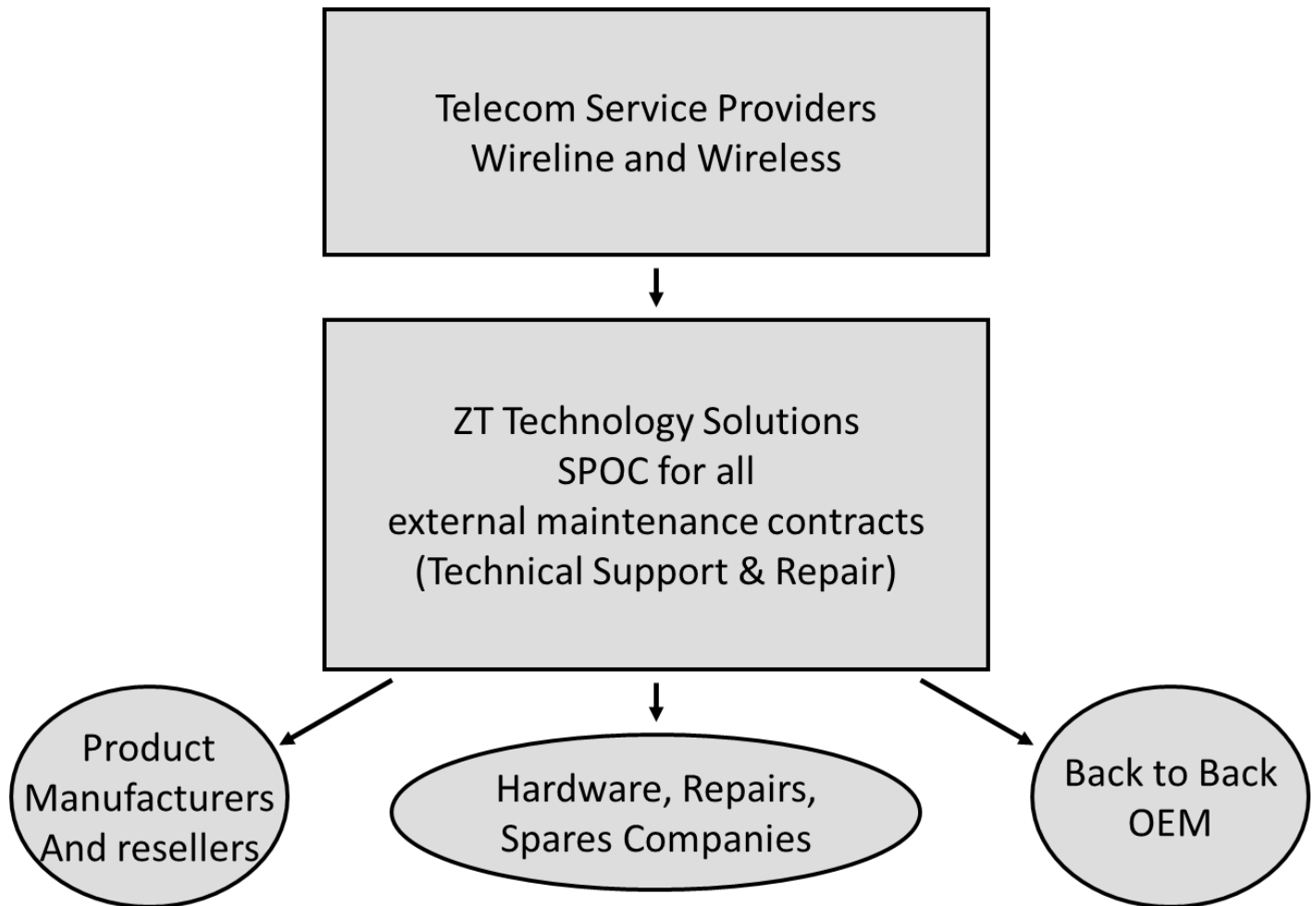
Email: info@zttechsol.com

www.zttechsol.com

ZT MVM Solution

Since 2010, ZT has established a core competence in supporting legacy telecom products. Our charter has been to focus solely on supporting our customers by extending the life of legacy systems. ZT has worked with existing phone companies to develop the capability to in-source legacy OEM products to significantly reduce maintenance costs and provide superior technical support and repair services.

ZT's MVM goes beyond this. ZT will partner with your company to support all OEM vendors as the Single Point of Contact and perform the following life cycle management functions:



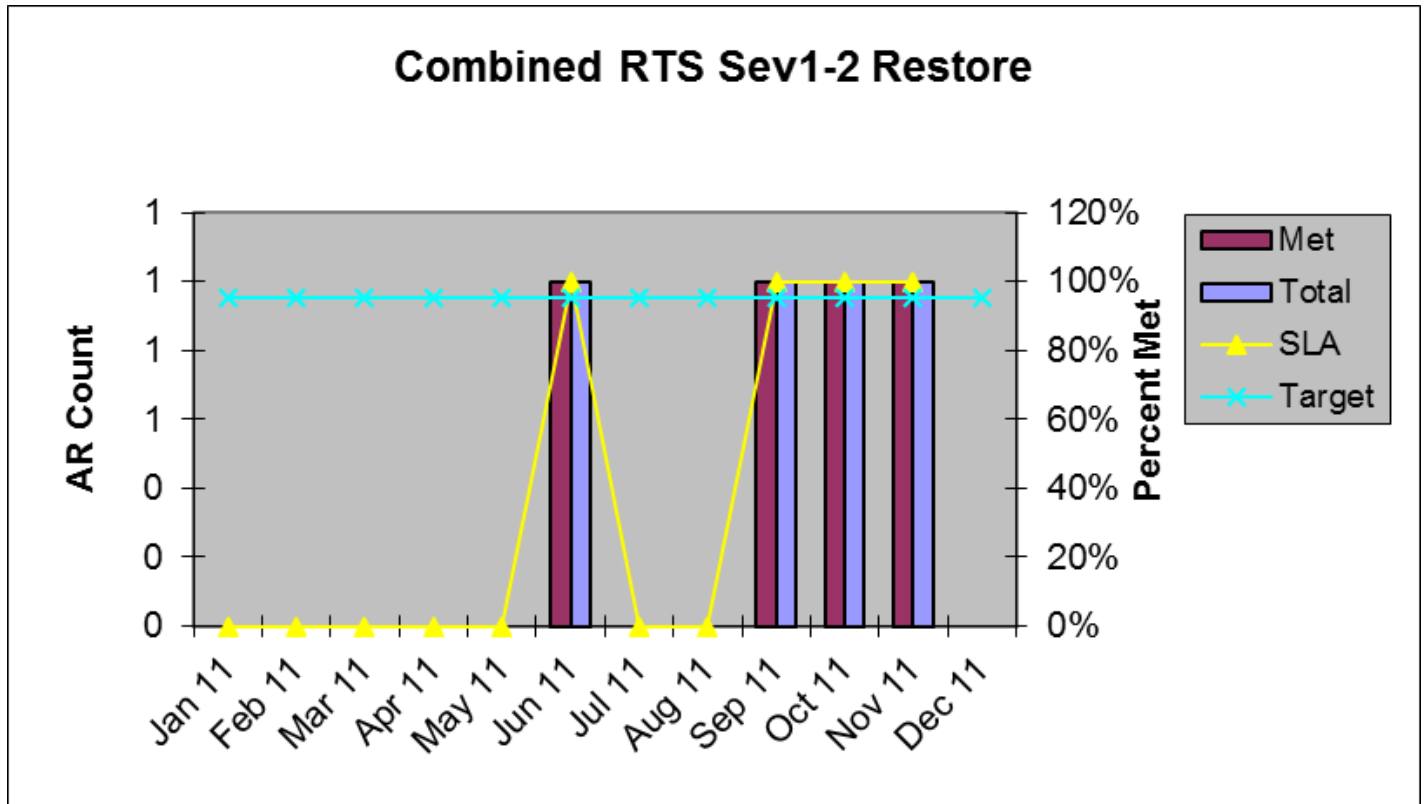
- Evaluate life cycle parameters for all legacy products in the network (EoL, EoS, MD/DA status) and support and repair impact on your company.
- Analyze your internal support capabilities. Work with your Operations Team to review all Maintenance capabilities.
- Identify critical legacy products by analyzing historical AR/PR patterns (Pareto analysis of ARs/PRs) and size of embedded base.
- Identify OEM vendor responsiveness based on contractual SLA requirements and maintenance contract pricing

- Develop consolidation and migration plans for legacy products and contingency plans. Develop decommissioning plans to assist in cost reduction efforts of all maintenance costs.
- Calculate End of Life Date for all products when repair/replace capability will not be sufficient to support product.
- Analyze OEM vendors' obsolescence/life-cycle management/component substitution/repair/software support plans. Require OEM vendors to document life cycle repair strategy. Scrutinize repair vendors FMA's, Root Cause Analysis on selected products. Visit and audit vendor repair locations.
- Develop comprehensive repair strategies/capabilities with third parties and OEMs to insure supply of refurbished parts/repair capabilities.
- Develop Vendor Management report cards to continually monitor vendor performance/quality and life cycle strategies as part of a comprehensive OEM vendor management program and pricing per AR/PR.
- Develop maintenance cost reduction proposals through in-sourcing (internal) and outsourcing (ZT)
- Develop contract strategy to convince OEMs to reduce maintenance pricing and leverage your size and purchasing power
- Analyze your current internal technical support capabilities and make recommendations to improve support readiness and cost effectiveness thru partnership with ZT.
- Develop comprehensive SLA agreements that define Remote Technical Support metrics and Repair and Exchange

Sample Service Level Support

		Service Level			
AR Problem Classification		Sev 1	Sev 2	Sev 3	Sev4
Remote Technical Support	RTS Support Window	24/7/365			
	Respond	30 min.	1 Hour	24 Hours	24 Hours
	Restore	6 Hours	12 Hours		
	Resolve	15 Days	30 Days	60 days	60 days

Sample Assistance Request Report



In with the new doesn't mean out with the old



With fierce competition and changing consumer behavior taking a bite out of traditional revenue, telecommunications service providers are under terrific pressure to find fresh ways to grow their businesses. Some are investing heavily in next-generation networks that use Fiber-to-the premises (FTTP), Voice over Internet Protocol (VoIP) and SDN/NFV solutions.

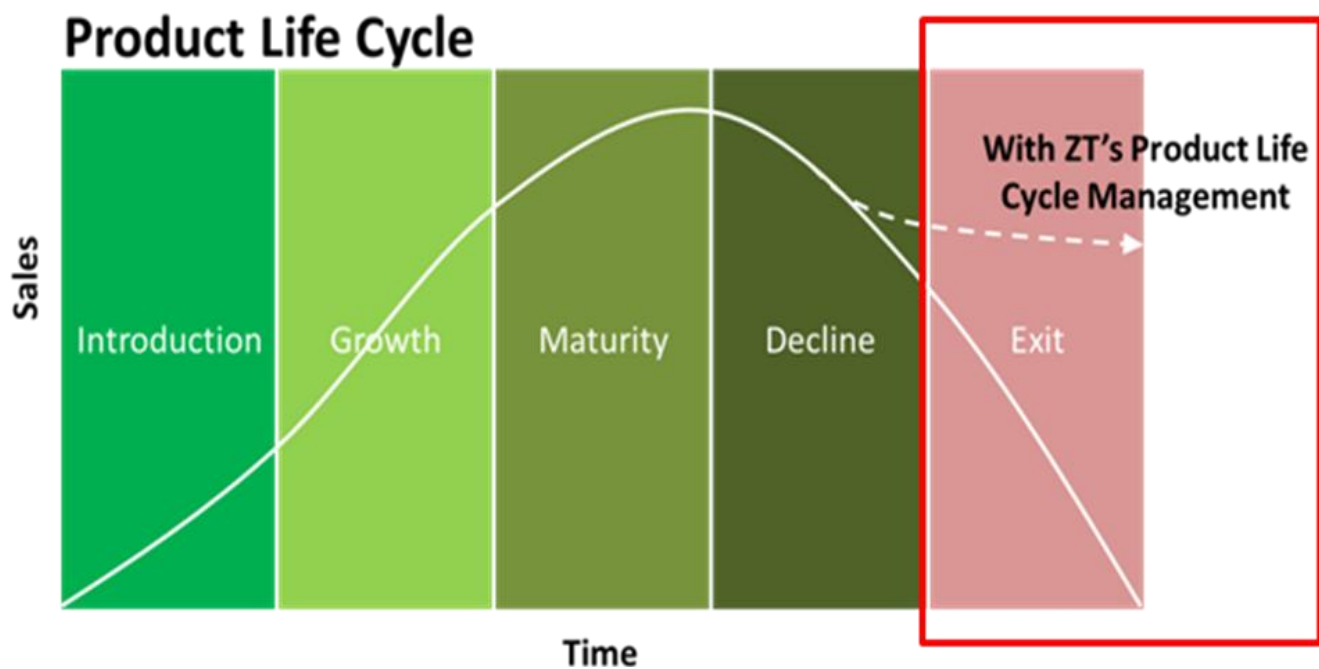
At the same time, they need to keep their legacy networking the ones their customers currently depend on up and running.

ZT - Your Legacy Product Support Partner

Our mission is to extend the life of your substantial investment in legacy equipment by eliminating obsolescence. We offer many customized options to support legacy products by providing advanced technical services ranging from technical support, to sustaining engineering, repair/replace/redesign options for defective and obsolete equipment, or provide a consolidation and migration strategy to newer and more advanced technologies.

We are committed to meeting your high standards of technical support for your legacy products. 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.

In summary, at ZT we are committed to Extend the Life of your Legacy Telecom Equipment



- By providing experienced technical resources
- By developing repair/replace/spare parts strategies
- By developing consolidation and migration strategies

Summary

- EoL Multi-Vendor Solution
- Extensive Experience in Maintenance and Support
- Best in Class to Fight Obsolescence by Extending the life of your Legacy Equipment

**For a free consultation contact:
ZT Technology Solutions:
Phone: 732-217-3081**