



# LOCAL CORDS

Optical Networks Professional Services



[www.localcords.com](http://www.localcords.com)

# The Company

**Local Cords GmbH is an independent network support organization, delivering high quality optical network lifecycle solutions to corporate users, integrators, operators, carriers and equipment manufacturers to build, expand and maintain networks.**

Local Cords offers unique perspective of a service company backed by several years of networking experience and a flexible, customer-centric approach. The team at Local Cords incorporates experts and engineers embracing many years' experience in optical networks and customer services.

Being eager and flexible to establish value adding partnership we are confident the experience and expertise gained over years will help us to deliver best in class services to our customers. Our vision is to be a trusted service partner by delivering reliable and tailored services, differentiated by outstanding quality, and aligned with customer values.



# Optical Networking

To meet demands of current and future applications, communication networks must provide an adequate foundation for growth, expansion and backhaul. Fiber is the gold standard for today's telecommunications networks. optical networks provide almost unlimited growth capacity for network providers to supply a wide range of services including high-speed data, video on demand, high definition TV and gaming services. Whenever feasible, fiber is the medium of choice for utilities, municipalities, and small and large commercial carriers.

When planning a fiber network, it's important to leverage the best available resources for every aspect of the project, from concept through creation. Local Cords GmbH is a true turnkey service provider with nationwide scale and delivers world class engineering expertise and experience to ensure your project will be successful.

**Local Cords professional services offer a full set of optical networks services ranging from consultancy, build, operation and maintenance of variety technologies such as OTN, xWDM, POT, NGSDH, FTTx and IP. In short, Local Cords provides services from A to Z in Optical Networking in one basket.**



# Our 7 Basics

**Services** Local Cords works with you to develop customized SLA features such as remote problem diagnosis, preventive maintenance, training plans, software migration, on-site support, thirdparty product support, and service program management. These features enable us to create a support program to meet your specific requirements.

## Customer Support

Support services ranging from technical helpdesk services for Hardware and Software. Round the clock standby emergency service for onsite or offsite (on-line) handling trouble tickets of different severities ensures resolving network issues and traffic restoration in shortest time, and increase of operational efficiencies. Deployment of HW and SW upgrades and updates, spare part management are being offered as a part of support services. Hardware support services for variety of network elements and hardware's through our supply and logistic chain partners.



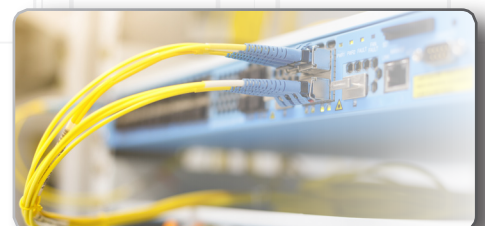
## Operation and Maintenance

Local Cords offers operation and maintenance services ranging from planning daily operations to long-term business strategies which can include: O&M strategies, daily operation, fault and alarm management, service provisioning, system monitoring and performance management, recovery and rollback, and periodic preventive maintenance.



## Network implementation and Rollout

Full range of network deployment services for new installations or expansions of network elements or management systems. Local Cords offers all related activities from site survey to final acceptance test as well as project management, procurement of installation materials, supply of tools and measuring instruments.



### **Test bed services**

Accommodating and maintenance of systems for test scenarios, training purposes, reproduction of system faults and root cause analysis. Remote and onsite access to laboratory equipment's is possible for our customers.



### **Training**

Local Cords offers customized training programs, ranging from customer care training to system solutions training, as well as standard training programs. Delivering necessary theoretical and practical trainings provided by Local Cords senior and certified instructors ensures high quality knowledge transfer to our national and international customers.



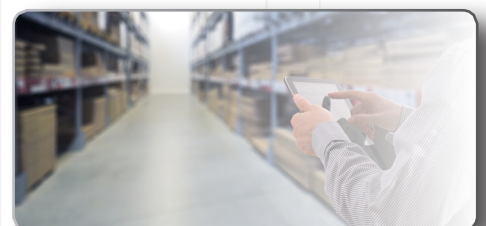
### **Consultation**

The scope covers requirement management, network design and analysis, implementation and testing. Technical expertise and profound knowledge in optical networking let us to support our customers from very early stages to choose an efficient, cost effective and reliable solution for their applications. In addition, we support our customers in renewal projects in a reliable and efficient manner to overcome difficulties of migrations.

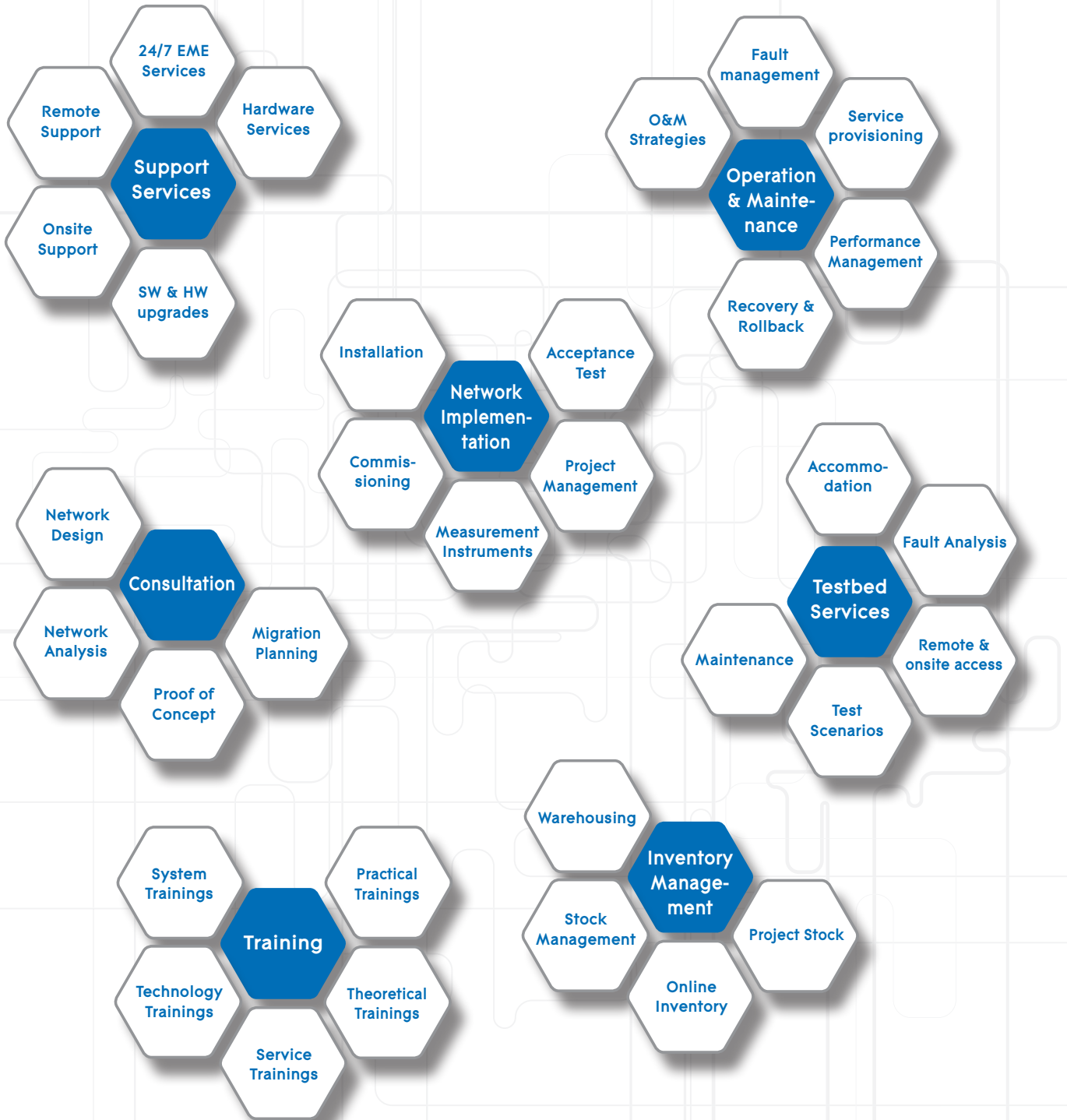


### **Asset and Inventory Management**

Asset management covers all required services for maintaining and management of spare units or project stock as well as warehousing. By outsourcing stock to Local Cords our customers will always have access to up-to-date inventory and can issue any inbound or outing transaction to their stock.



# A comprehensive services portfolio



Local Cords provides the ideal combination of skills and experience necessary to develop your fiber optic network from feasibility through design, construction, and maintenance.

# Products

## Value Adding Reseller

Local Cords as an independent supplier strives to find the right product and solution for requirements of the projects among selected manufacturers. Partnership with technology leaders enable us to deliver innovative joint solutions for our customers.

## Product as a services

Being committed and aligned with customer values, Local Cords offers "Connectivity as a Service" of different CIRs (Committed Information Rates) and SLAs (Service Level Agreements). By purchasing connectivity, buyer's entry price is reduced with less capital expenditure, and will be released from life cycle management of installed base.

## Partnership

For equipment manufacturers, Local Cords offers complete local professional service setup. Local Cords established service organization lets quick service ramp up, operating cost planning, and enhance risk management for manufacturer vendors. Local cords professional services is the right fit for manufactures who do not have a local service entity or wish to outsource services

Equipment  
Manufacturer

R & D

3<sup>rd</sup> Level Support

Local Cords  
Professional Services

2<sup>nd</sup> Level Support

Back Office – Operations

Front Office – Monitoring

Field Services

Local Cords offers you a complete range of cost-effective support solutions including installation and commissioning, training, technical support, service agreements, and remote monitoring. Whether it's configuring new equipment, training your technical staff, or solving a technical problem, you can count on our experienced team to help maintain the health and performance of your optical network.

*Excel in Quality*

*Expand in Services*

*Extend in Solutions*

*Exhaustive Presence*

We will be glad to discuss further in detail any aspects of our services and products with you.

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