

Service catalog

Get to know Professional Services.

**We help you plan for, design, implement, operate and manage
the right technologies to improve the way you do business.**

verizon[✓]

Introduction

Bringing together new technology solutions with existing IT infrastructures, upgrading critical applications or finding better ways to manage cyber risks can be daunting. If it isn't handled right, it can even be disruptive. To save time and resources, and to keep your customers' trust, you'll need an approach that's proven to work.

Our Professional Services bring expertise to each stage of the technology life cycle. We help you plan for, design, implement, operate and manage the right technologies to improve the way your organization does business. We make IT solution management simple, so you can focus on running your organization.

You can embrace the latest technologies to help improve your business model, strengthen ties between the IT organization with lines of business and look to future possibilities. Our global team of more than 1,000 Professional Services experts is ready to help.

**Questions?
877.297.7816**

**Talk with an expert today
and embrace the latest
technologies to improve
your business model and
explore possibilities.**

Overview

In this document, you'll learn about the offerings available through Verizon Professional Services. We begin with the four major categories critical to your organization and its network:

- **Business Communications**
- **Security**
- **IT Solutions**
- **Mobility and Internet of Things (IoT)**

Technology categories

Business Communications



Connect your workforce and customers around the globe.

- Advanced network infrastructure
- Contact center services
- Premium engineering services
- Unified communications and collaboration (UC&C)
- Voice over IP (VoIP)

Security



Manage security risk and protect your reputation.

- Governance, risk and compliance
- Identity and access management
- Payment Card Industry (PCI) services
- Research, Investigations, Solutions and Knowledge (RISK) services
- Threat and vulnerability management

IT Solutions



Strategize, assess and plan the best cloud implementation for you.

- Cloud and IT services

Mobility/IoT



Capture new forms of data and help improve operations.

- Machine-to-machine (M2M) services
- Mobility services

Do it right the first time.

We provide expertise in cloud, networking, security, mobility, advanced communications and more to help you explore and create new business opportunities.

For any of the solutions you need, we offer the following services:



Consulting Services

- Planning, strategy, assessments
- Design consultation
- Workshops



Implementation and Integration

- Design, installation, deployment
- Upgrades, changes, migrations
- Application development



Operate and Life-Cycle Support

- Provisioning/configuration changes
- Technical support
- Monitoring

Above services include project management and adding our experts to your staff

Service catalog

Below, we illustrate a breakdown of our service offerings by technology, practice area, product offering and offering type.

Product offerings are divided into three offering types: Consulting Services, Implementation and Integration, and Operate and Life-Cycle Support.

Consulting Services

We always start with learning. We're in the business of understanding your problems, not selling prepackaged solutions. So let's take a collaborative approach to:

- Assess your data, communications and security.
- Get to know your business and its challenges.
- Develop strategies to remedy any current issues.
- Prepare to take advantage of future opportunities.

Implementation and Integration

Once we help your organization develop a plan of action, we:

- Deliver a full range of infrastructure services.
- Design, install and deploy new systems.
- Upgrade and migrate your existing systems.
- Streamline your current processes.
- Add our experts to your staff under your supervision.

Operate and Life-Cycle Support

Not only are we a vendor, we're your partner. Our relationships don't end with a sale and a handshake. Our Operate Support services help the solutions we develop remain effective and efficient, assisting you with:

- Ongoing monitoring and analysis
- Reliable customer service
- Provisioning and on-demand technical support

From security to cloud to connected machines, we take the complexity out of IT solution management, so you can focus on running your business.

Business Communications

Business success often depends on the ability to connect an increasingly global workforce across systems and devices. Merging those communication platforms into one secure system, without disrupting operations and incoming revenue, can be risky.

Wherever your business stands in the UC&C life cycle – from project conception and development, to implementation and delivery – our Professional Services team can help you combat challenges and fuel productivity with a complete communications solution.

Practice area	Service offering	Offering type		
		Consulting	Implementation and Integration	Operate and Life-Cycle Support
Advanced network infrastructure	Advanced Network Retainer	x		
	Application Development	x		
	Cellular WAN	x	x	
	IPv6	x	x	
	Network Infrastructure	x	x	
	Customer Proof-of-Concept Lab	x	x	
	Software-Defined Networking (SDN)	x		
	Wireless LAN	x	x	
	Wi-Fi for Business		x	x

Contact center services	Agent Desktop	x	x	x
	Automatic Call Distributor (ACD)	x	x	x
	Contact Center Reporting	x	x	x
	Intelligent Routing or Call Routing (IR)	x	x	x
	Interactive Voice Response (IVR)	x	x	x
	Multimedia (non-voice – chat, email, SMS, social video)	x	x	x
	Outbound	x	x	x
	Recording, Quality Monitoring and Analytics	x	x	x
	Workforce Management	x	x	x
Premium engineering services	Project Management	x	x	x
	Delivery Management	x	x	x
	Service Management	x	x	x
	Technical Program Management	x	x	x
Unified communications and collaboration	Avaya Unified Communications (UC)	x	x	
	Cisco Managed UC		x	
	Cisco UC		x	
	Genesys SIP Server	x	x	
	Microsoft® Technologies	x	x	
	Siemens UC	x	x	
	Unified Communications and Collaboration as a Service (UCCaaS)		x	
	Video	x	x	
Voice over IP	Hosted IP Centrex (HIPC) Installation		x	
	SIP Transformation	x	x	
	Virtual Communications Express (VCE)		x	

Security

How can you better manage risk, protect critical data and address security compliance requirements? By deploying a strong security practice. Our Professional Services experts can help you improve risk management so you can recognize and respond to potential threats before they compromise your IT infrastructure.

We can also help you create security strategies to keep your IT infrastructure running, deliver secure productivity resources to mobile and remote workers, and maintain your customers' trust and loyalty.

Attackers are getting better and faster at cybercrime. And organizations are having trouble keeping up with them. Our Professional Services consultants continuously monitor threat trends to help you prevent attacks. We can provide holistic, customized security solutions to help protect your organization.

Practice area	Service offering	Offering type		
		Consulting	Implementation and Integration	Operate and Life-Cycle Support
Governance, risk and compliance	Compliance	x		
	Governance	x		
	Risk	x		
Identity and access management	Data Protection	x	x	
	Public Key Infrastructure (PKI) and IAM	x	x	x
Payment Card Industry	PCI Audits and Assessments	x		
	PCI Consulting	x		

Security (continued)

RISK services	Critical Infrastructure Protection	x		
	eDiscovery	x		
	Investigative Response	x		
	Rapid Response Retainer	x		
Threat and vulnerability management	Discovery	x		
	Network Security	x		
	Threat Programs	x		
	Vulnerability Programs	x		

IT Solutions

To transform your business with cloud, you need to integrate it across your enterprise. This means finding the right cloud solution to support your business, application and security requirements—and integrating it seamlessly into your existing IT infrastructure. Take on this challenge confidently with guidance from our cloud and IT Professional Services teams.

Our Professional Services portfolio spans the entire cloud computing life cycle. Regardless of which stage you’re in along your cloud journey—strategy, assessment or planning—we’ll help you realize your transformation fast and efficiently. And do it right the first time.

Practice area	Service offering	Offering type		
		Consulting	Implementation and Integration	Operate and Life-Cycle Support
Cloud and IT	Application Performance Analysis and Optimization	x	x	
	Cloud and IT Infrastructure Strategy and Consolidation	x		
	Cloud Migration		x	
	Cloud Strategy and Consulting	x		
	Data Center Migration		x	

Mobility and IoT

It's no secret that mobility and M2M communications can fuel innovation, agility and productivity within your organization. We show you how the IoT can help your business capture new forms of data in near-real time to improve operations and connect devices via networks that provide reach, reliability and performance.

Businesses increasingly arm on-the-go employees with quick access to critical information and applications. Protecting this sensitive data across multiple mobile devices is vital to your organization. We're experts in mobility and can help you choose the right set of technology platforms to cost-effectively create and manage connections to people, machines and information across your enterprise anytime, virtually anywhere.

M2M technologies help you make more informed decisions, respond to opportunities faster and deliver better customer experiences. It can be challenging to deploy and manage the multi-faceted, often evolving elements of a total M2M strategy. By helping assess your existing mobile technologies, we can create a roadmap that allows you to get the most out of an M2M investment.

Practice area	Service offering	Offering type		
		Consulting	Implementation and Integration	Operate and Life-Cycle Support
Mobility and IoT	M2M	x	x	
	Mobility	x	x	

verizonenterprise.com