

Eirteic Solutions for Change, Configuration and Compliance Management



VOYENCECONTROL NG is an automated compliance, change and configuration management solution that delivers industry recognized best practices, a collaborative network infrastructure design, controlled change processes, network device and service configuration transparency, and compliance with corporate and regulatory requirements—to enable you to ensure the security, availability and operational efficiency of your network.

PACKAGED SOLUTIONS INCLUDE:

- VoyenceControl NG Software
- Installation Services
- Configuration Services
- Training Services
- Integration Services
- 24x7 Support Services



Eirteic Consulting and Voyence

Eirteic Consulting is the leading provider of comprehensive change, configuration and compliance management solutions. In addition to offering the complete VoyenceControl NG product line, Eirteic offers packaged installation, configuration, deployment, training and support services to help customers get the most out of their Voyence solution.

Installation and Configuration

Eirteic's Installation and Configuration service enables you to maximize your time to value and ensures that VoyenceControl is deployed in a manner designed to optimize enefits to your organization. This service begins with installation of VoyenceControl on customer-provided hardware. Eirteic consultants will work with your team to create up to five (5) different users and five (5) groups for access to VoyenceControl. Through a combination of best practices and customer interviews, we will develop two (2) policies and two (2) templates that map to your compliance requirements. In addition, we will develop three (3) reports that you can use to audit and report on compliance for both technical and business-level audiences.

Training

Eirteic Consulting is one of only a handful of strategic partners to offer Voyence customer training. Our certified consultants will tailor a training agenda to meet your specific needs. Eirteic's implementation package for VoyenceControl includes training for up to five (5) individuals provided on-site at the customer's location. Both Application Administrator and End User training classes are included as appropriate. Courses are hands-on and include the most effective combination of lecture, real world scenarios and lab exercises. Upon completion of the training, customers will become Voyence Certified.

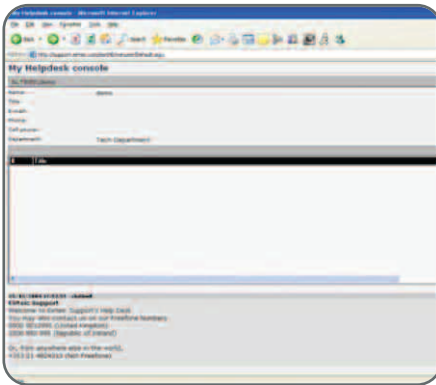
Integration Services

To reap the full benefits of your change management solution, it must function as part of your existing process workflow. Eirteic specializes in integrating VoyenceControl with industry-leading fault and performance management solutions; help desk; and trouble-ticketing systems. Select from a menu of packaged integrations such as IBM Tivoli Netcool, HP Network Node Manager, and HP Service Center, and you're on your way to increasing management efficiencies and reducing your cost of operations.

DATA SHEET

Support

As a customer, you expect IT problems to be resolved around the clock with rapid response, but are often limited in terms of access to expertly trained help desk personnel. Eirteic offers the ability to cost efficiently consolidate your organization's support requirements with a single, experienced support provider and partner. Eirteic support services deliver 24x7 access to help desk personnel, proactive monitoring, and rapid problem resolution. We offer a customized and adaptable support structure that is built upon ITIL & ITSMF methodologies and best practices. Our team of experts includes 50 dedicated and fully-certified IT consultants with 300 years of combined expertise. In addition, our service desk and systems monitoring centers are equipped with state of the art ticketing systems, knowledge base solutions and network monitoring software. This technology, coupled with the experience of our support engineers and consultants, ensures that your business is provided with efficient and experienced support services anytime, anywhere.



Eirteic's "My Helpdesk Console" Web Portal delivers efficient support services

| Support Services | Basic | Premier | Premier Plus | Custom |
|---|-------|---------|--------------|--------|
| 24x7 help desk support services | X | X | X | X |
| General Support (for base product installation) | X | X | X | X |
| Access to upgrades (CDs and Web downloads) | X | X | X | X |
| Support for custom configurations developed on-site | | X | X | X |
| Quarterly Health Check delivered on-site (includes summary of findings) | | X | X | X |
| Upgrade suggestions (based on custom configurations) | | X | X | X |
| 24x7 remote monitoring and notification of failures | | | X | X |
| Custom support services package | | | | X |

ABOUT EIRTEIC CONSULTING Since its inception in 2000, Eirteic Consulting has been dedicated to providing quality OSS and ITSM solutions. It has a proven track record in delivering solutions to the telecommunications, service provider and enterprise marketplace. With headquarters in Ireland, Eirteic Consulting has offices in the US, Europe, South Africa, Australia and is highly active in the global marketplace; Eirteic Consulting has worked with customers in over 20 countries consistently delivering best of breed OSS and ITSM deployments. Its consultants have accumulated vast knowledge of the OSS and ITSM spaces as a result of this global footprint and are accredited to the highest levels required in the software tools that the company offers. Eirteic Consulting provides consultancy, integration, training and support for the most valuable network tools available to operators today.



Your Partner for Superior Management Solutions

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