

# LEVEL 3 PROFESSIONAL SERVICES

## SOLUTIONS FOR EVERY STAGE OF NETWORK GROWTH

Today's evolving business climate presents both challenges and opportunities. Your network is a key factor in your ability to adapt to change and pursue opportunity effectively. Level 3 provides custom solutions that your business can use to address every stage of network growth, with our Level 3<sup>®</sup> Professional Services offering. We can help you plan, deploy, optimize, manage and run your network infrastructure either as standalone services or as part of a comprehensive, end-to-end managed network service. Our expertise and business-centric approach can help you maximize the value of your network, as well as help you reduce costs, accelerate time to market, manage complexity and boost your competitive edge.

### Business Solutions

**Managed Network Solution:** Our network service management offering includes architectural design, engineering, staging, implementation and ongoing operations of the customer network solution. A proven project management and governance structure is designed to help ensure that your network solution is implemented and managed to meet the requirements of the project and your overall business objectives.

**Reliability:** Our experienced field technicians are available 24 x 7 to serve a wide geographic footprint and can support customer-owned facilities, with guaranteed response time SLAs.

**Flexible, Customized Services:** We can provide initial and ongoing support of your dedicated network elements connected by Level 3 services depending on your business and technical needs, including network monitoring, capacity planning and equipment upgrades.

**Leverage Shared Resources for Cost Efficiencies:** Maximize the value of your network services, and take advantage of the cost savings of our shared resources, such as engineering lab services, maintenance and monitoring resources, third-party vendor relationships, and our own expert networking specialists.

### Managed Network Solution

Level 3 Managed and Value-Add services provide customers access to the same level of expertise that enables the cost-effective management and protection of the Level 3 telecommunications network. We make it easy for customers to benefit from working with a single provider on one of the largest, most advanced networks in the industry.



**"Level 3 has been a committed, reliable provider to Internet2 for many years..., providing a customer-directed network support arrangement that allows Internet2 to be highly innovative and highly flexible. It also allows our members to leverage existing network investments to realize dramatically enhanced capabilities today, as well as position all of the communities we serve with the ability to significantly grow and take advantage of new opportunities well into the future."**

**-Internet2**

## Level 3 Professional Services

### Consulting And Implementation (C&I) Services

- C&I services provide customized solutions that can fill resource gaps and support you through all phases of the network lifecycle.
- Program/Project Management: Our team of project professionals has extensive experience in managing large, complex networking projects through comprehensive project plans and schedules while managing timely resolutions to project issues and risks.
- Network Architecture and Engineering Services: We develop end-to-end network design plans across all major technologies and vendors to address your specific network objectives.
- Network Migration and Implementation Services: Leverage our project management techniques from simple cutovers to major network migrations, conversions and implementation solutions. We can plan and execute an entire deployment strategy from start to finish, including staging, installation, implementation, testing and turn-up.

### Network monitoring and management services

- Network Monitoring provides 24 x 7 proactive monitoring and management of customer networks via our Professional Services Control Center (PSCC).
- Lifecycle Engineering provides technical engineering support for customer network changes or expansions, including capacity planning and hardware and software upgrades.

### Field tech services

- Local care with national reach: On-site support even in remote locations
- Critical spares management
- On-demand or scheduled maintenance
- Guaranteed response times and SLAs
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## Why Choose Level 3 for Professional Services?

**World-Class Facilities:** Utilize our state-of-the-art telecommunications lab and staging facility to plan and execute your entire deployment strategy from start to finish.

**Experience:** Leverage the same architects, project managers, engineers, and technicians who built and maintain Level 3's award-winning, next-generation, fiber-optic network.

**Proven Track Record:** Our first-hand experience and depth of networking expertise enable us to continually provide best-in-class network solutions, regardless of your network's complexity or size.

## ABOUT LEVEL 3

We build, operate and take end-to-end responsibility for the network solutions that connect you to the world. We put customers first and take ownership of reliability and security across our broad portfolio.

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