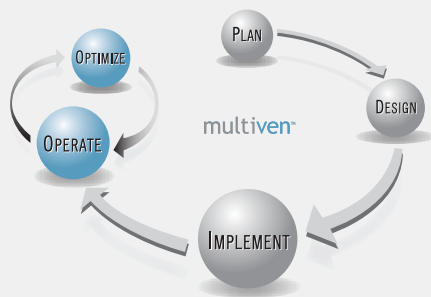


## Multiven Optimum Internetwork Services™ - OIS

### Multiven's Unique Approach to Network Services



By letting Multiven take end-to-end ownership of your network services needs, your business can achieve better return on network investments.

Multiven global Operations & Optimization services can help you:

- Increase productivity
- Reduce Cost of network operations
- Improve business agility
- Expand the lifespan of network assets

### Service Overview

An efficient and scalable IP network is the essential foundation for running optimized business solutions. In-house IT departments are often challenged to maximize their current infrastructure while continuing to support increasing demands from their business units.

Multiven's Optimum Internetwork Services™ - OIS can help you properly engineer and optimize your IP network infrastructure to ensure reliable performance for business-critical applications and end users. Leveraging our structured engagement approach, industry-leading tools, and deep industry experience in optimizing complex multivendor networks, our consultants provide you with an accurate assessment of your network infrastructure and applications to assist you in making informed decisions about technology investment and architectural changes.

By optimizing your existing infrastructure, we can help you maximize the performance of new and existing applications, as well as increase the predictability of future applications initiatives.

While conducting any of our IP network Optimization services, our consultants work closely with your senior management, operations staff, and end users to understand key network and application performance issues such as service level agreements, peak usage times, application transaction response, current network capacity requirements, cost containment goals, and plans for future growth.

### Multiven Optimum Internetwork Services™ - OIS key features:

- Network health assessment
- Network Security assessment
- Performance tuning and optimization
- Network-level focused engineering support
- Change management and control assistance
- Operating systems assistance
- Operating software recommendations
- Network planning optimization
- Network designing optimization
- Network implementation optimization
- Network operation optimization
- Inventory and Asset Management

### The Multiven Advantage

Multiven's Multivendor Internetwork Technical Assistance Center (MITAC)

MITAC is available on the Multiven's website or telephone. Multiven's MITAC consists solely of multivendor expert engineers with a minimum of ten years individual industry experience. These certified industry specialists – the best the industry has to offer – are at your service, providing you with:

- Deep expertise and familiarity with multivendor network equipment
- Superior expertise in a broad range of networking technologies
- Knowledge transfer resources to enhance in-house resources
- Prompt and competent resolution to any networking concern



## Multiven Optimum Internetwork Services™ - OIS

### Multiven's Key Differentiators

#### People

- Industry Experts
- Prolific Troubleshooters

#### Processes

- Globally Consistent
- Proven Methodologies

#### Tools & Technologies

- Multivendor Knowledge-Base
- 21st century infrastructure

### Why Multiven Services

Multiven provides you a broad portfolio of end-to-end Internetwork support services that help you reduce your total-cost-of-network-ownership, business flexibility, and network availability to increase your overall return on investment (ROI).

24 hours a day, 365 days a year, Multiven's innovative services guarantee that your complex multivendor network infrastructure enjoys extreme availability.

With a multivendor TAC consisting of a 100% pool of industry-experts, cutting-edge tools and proven methodologies, Multiven will reduce your network downtime, improve efficiencies, lower your total-cost-of-network-ownership and maximize the performance of your IP network infrastructure.

Leveraging Multiven's globally available resources directly or out-tasked, removes a major barrier to your continued success.

### Availability

Multiven OIS program is available worldwide. To obtain the most current availability status, contact your Multiven service account manager.

### For more information

For more information about Multiven Optimum Internetwork Services™ - OIS contact your local Multiven account representative, or visit [www.multiven.com](http://www.multiven.com).