

TE Professional Services

Outsourced Services Highlight



Outsourced Services Overview

Within any large, complex business organization, there are times when it is advantageous to look for outside expertise to perform a scope of work. Whether it's the volume or the complexity of the work that exceeds the available expertise, a manager must add capabilities and skill sets to help achieve success but, depending on the specific situation, is not always certain how long they will be necessary. Whatever the circumstances, that manager then faces yet another problem: how to find the necessary telecommunications knowledge and experience and ensure access to those services for as long as they are required.

Some service providers have already solved that problem by getting exactly the kind of expert service they need, when and where they need it, from TE Professional Services. In addition to delivering traditional project-based professional services, TE offers time- and expense-based outsourced services. Delivered either working on-site or remotely, these services are available to support a full range of work scopes, including but not limited to:

- network planning
- engineering
- program management
- project management
- database services
- financial planning
- network operations center (NOC) management
- business process outsourcing (transactional or fixed)



Customized for the Service Provider's Benefit

Compared with traditional alternatives, TE's Outsourced Services option is tailored to individual requirements. First, TE is paid for its expertise out of normal engineer, furnish and install (EF&I) capital budgets—not out of departmental budgets.

Assignments are defined in a scope of work (SOW) and can be a single project or a series of projects associated with an entire program. Instead of invoicing each project, TE bills for time and expenses and the network service provider defines the duration of each purchase order. TE passes through all expenses related to required travel, with no mark-up, and supplies all the necessary computer equipment. Further, because this expertise is part of TE Professional Services offerings, it presents no employee-management responsibilities for managers, who can focus their time and effort elsewhere.

TE also offers Business Process Outsourcing (BPO), where projects are managed and billed on a transactional basis. TE develops each project around a tailored scope of work defined to client specifications and bills only for transactions defined – not for “on-the-bench” resources. Billing is based only on services consumed.



Full Service Portfolio, Multiple Delivery Options.

TE provides a full portfolio of services designed to help service providers plan, deploy and maintain their networks. Multiple, customizable delivery options help providers choose the plan that best serves their needs.



The Right Decision Creates a Powerful Advantage.

How an organization leverages the benefits of outsourced services can greatly affect the success of individual operating units as well as the overall business agility of the entire company. To find out more about how TE Professional Services can provide a strategic advantage to your organization, please contact your TE representative at 1.800.366.3891 option 3, visit us at www.te.com/adc or contact one of our regional offices.

SERVICE HIGHLIGHTS

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