

**PROFESSIONAL SERVICES**

# JUMP BUSINESS HURDLES WITH PROFESSIONAL SERVICES

**INCREASE YOUR COMPETITIVE ADVANTAGE  
WITH EXPERT ADVICE AND CUSTOM DEVELOPMENT**

## **PROFESSIONAL SERVICES OFFERINGS:**

- 1 Program Management**
- 2 Solution Architecture and Integration**
- 3 Custom Development**
- 4 Deployment**
- 5 Training**
- 6 Ongoing Consultation**

# WHAT COULD YOU ACHIEVE WITH HONEST NETWORK OPTIMIZATION ADVICE?



The competitive landscape for communication service providers is changing. Multi-network convergence, increased subscriber bandwidth demand, and new access technologies have made it more important than ever for service providers to optimize existing resources, adapt to change, and strive to deliver the highest possible quality of experience (QoE) in a cost-effective manner.

A system health check from an experienced professional can help you reach your business goals. Incognito has been working with service providers for more than 20 years to deliver

innovative, end-to-end solutions in the IP space. In support of our OSS, BSS, and enterprise solutions, we offer a range of business consulting, program management, custom development, and implementation services to help you optimize your network resources. Draw on our extensive experience in:

- Communication Industry Best Practices
- Custom Software Development
- Solution Design
- Program Execution and Delivery
- Product Development and Integration
- Program and Change Management

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## PROFESSIONAL SERVICES OFFERINGS

Whether you are looking for a custom solution or refinement to your existing platforms, Incognito can help you overcome quality of experience hurdles. We offer a full range of business services to cover the lifecycle of your solution, from initial consulting and analysis, to custom development, solution integration, and training.

### Program Management

Work towards your goals with our full business analysis and program management service. From complete overhauls to smaller migrations, our experienced team can take on the full spectrum of project tasks to enable long-term success. This includes roadmap development, managing resources and liaising with third-party vendors, running the program/migration, reporting to governance and key stakeholders, and delivering executive-level reports. We'll take care of the complexity of your program so you can get back to running your business.

### Solution Architecture and Integration

Challenged by a business puzzle? Let us find the right pieces to solve your challenge or build a solution from the ground up. Draw on the experience of our experts working with hundreds of service providers worldwide to create flexible platforms to provide seamless migration, integration, and solution delivery.

### Training

Choose from our standard training packages or let us tailor a session to suit your needs. Professional training is available for all aspects of Incognito solutions, from provisioning and deployment to business processes and CSR support.

### Custom Development

Perhaps you already know exactly what you need to optimize your network or improve the subscriber experience. Let Incognito bring your vision to reality. We can also work with you to plan custom ways to improve QoE and provide best-in-class service fulfillment through managed services, portals, and other tailor-made developments.

### Deployment

Whether it is a greenfield solution or migration from a legacy solution, we can provide what you need for a smooth transition. Avoid deployment headaches and rollbacks with our expert team who can guide you through configuration, installation, testing, and support.

### Ongoing Consultation

From system health checks to business transformation, let us save you time and money so that you can focus on your day-to-day operations. We offer ongoing consultation and assistance to guide you through operational changes as well as the full lifecycle of your solution.

