



## Consultancy Services Overview

The Convergent Solutions Technical Design team offers the following Consultancy (Technical Advisory) Services:

- LAN Audit
- WAN Audit
- IPT Readiness Audit
- Voice Audit
- Ad hoc Consultancy

Consultancy Services are designed for customers who have technical support requirements with no clear definition.

BT provides technical consultants, who are at the customer's disposal at agreed daily rates or pre-defined intervals on an "as needed" basis, to provide solutions that address specific needs.

Our Consultants are skilled Cisco/ Nortel/Avaya engineers at either Technical Design Engineer (TDE) or Technical Design Consultant (TDC) grade. Within each grade we can provide different levels of expertise and our services include design, advice, implementation and support. These skills can be provided to perform a specific activity (e.g. LAN Audit), can be sold individually at a day rate to meet one-off customer needs, or as a block which can be drawn-down as the customer requires.

TDE skills level is between Cisco Certified Network Associate (CCNA) and Cisco Certified Network Professional (CCNP). TDC skills level is Cisco Certified Internetwork Expert (CCIE).

Whether the customer is seeking specialised expertise, a full planning solution, or advanced data network training, BT Consultancy Services offers a way to access experienced networking professionals.

Two types of consultancy are supported: Ad hoc Consultancy or Audit Services.

The audit services are available as follows:

<b>Audit Services</b>	<b>Options</b>
LAN Audit	LAN Audit LAN Performance Healthcheck LAN Data Assessment and Report for either 1-10 or 1-32 Network Devices
WAN Audit	WAN Audit
Voice/PBX Audit	Nortel Switch Check Nortel Switch Audit Avaya Switch Performance Check
IPT-Readiness Audit	LAN Voice Assessment (existing voice network) IPT Readiness Audit

Each consultancy service will provide you with a report outlining the activities undertaken, the results of any tests and recommendations for future development of your ICT (Information Communications Technology) infrastructure.

During the course of the consultancy service, the engineer may need to leave a test device onsite for a period of time (e.g. a week) to collect performance data.

With all our consultancy services, we will arrange for one of our highly-qualified engineers to visit your premises and present and explain the results of the audit.

Should you wish to avail of this service, please contact your account manager.