Resident engineer

On-site support for outstanding troubleshooting

Today's networking equipment is so specialized that maintaining it can exceed the capabilities of your staff. Let us take care of it. We have experts who can live on-site with you, overseeing daily network health and helping to build your future.

Is your staff talented on Layer 2/3 but not experienced with Layer 1 connectivity? Have you been investing in training but realize it's a long journey to build proficiency? We hear it a lot and can help! Your team can't be experts at everything. Bring an ADVA resident engineer on-site and let us be your local go-to resource.

Your complete solution

✅ On-site expertise
Your resident engineer will be proficient in the use and deployment of our gear. They can help your staff with basic understanding or in-depth feature knowledge.

✅ Network knowledge base
Your resident engineer will know and document your network and external connections.

✅ Direct connection to us
Your resident engineer will have a direct path to our escalation support staff to help you resolve more complex problems or stay current with new features.

✅ Troubleshooting accelerator
Your resident engineer will troubleshoot faster and accelerate restoration times.

✅ Solution enabler
Your resident engineer will teach you how to get more life or more revenue out of your gear. And when it's time to grow or change, they'll help you design your new network.

✅ Go-to resource
Your resident engineer will focus solely on resolving your networking issues and driving improvements.

What you get

🎓 On-site expertise
- Network management
- Control plane
- Optical layer
- Transmission
- Amplification

💡 Knowledge base
- Detailed documentation of network, equipment and interfaces
- On-site staff guidance
- Best practices

☁ Direct connection
- Lab and interoperability testing support
- Feature introduction
- Feature integration
- TAC escalation

⚙ Accelerator
- Faster troubleshooting
- Help for ops staff
- Quicker restorations
- Updates on our latest developments

🚀 Enabler
- Guidance for new revenue streams and improvements
- Network life extension
- Guidance for continuing improvement

💬 Go-to resource
- Efficient problem solver
- Single point of contact
- Reliable
- Solution enabler

Case study: banking enterprise realized the value

Customer
- Financial industry, HQ in New York, three major network markets, providing services in 30 different countries
- Point-to-point and ring network topology, metro and long-haul

Comparison
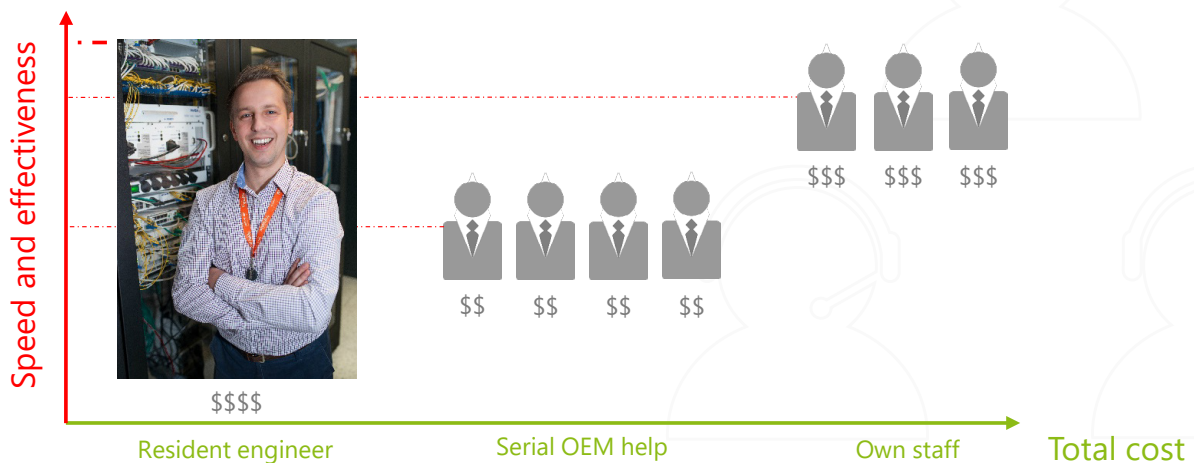
Why it makes sense
- A-la-carte OEM help is more costly and requires extra internal energy to be spent on continuity
- Customer staff is able to work in parallel while being monitored by your resident engineer
- Resident engineer offers best value, speed, and effectiveness

◆ADVA™