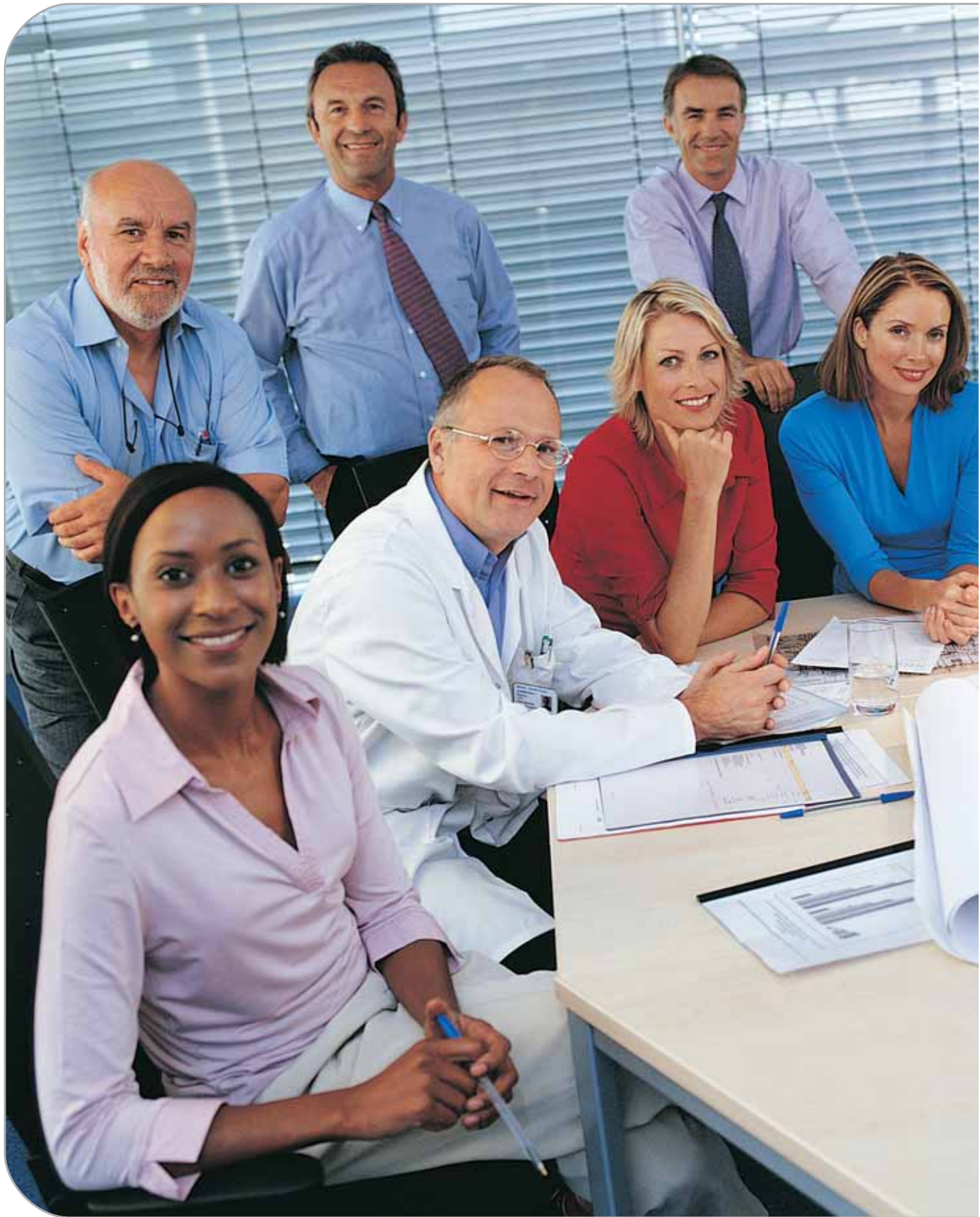


ADC PROFESSIONAL SERVICES

Executive Overview



- Reduce costs
- Improve service quality
- Reduce risks
- Focus on the core business



ADC PROFESSIONAL SERVICES

ADC Professional Services deliver strategic benefits to our customers. Our expertise, relationships and experience are helping service providers transform their businesses to become more profitable and more competitive, and more rapidly adapt to changes in market conditions.

ADC's unique experience as a true multivendor, multiservice, multitechnology professional services partner sets us apart. ADC has completed more than 200,000 network projects while deploying equipment from more than 60 network equipment manufacturers.

Our customers value ADC's long history of financial stability. ADC was founded in 1935 and has served the communications industry for more than half a century. We hold hundreds of patents and developed the original bantam jack technology still used in networks. Today, ADC is a world leader in providing global network infrastructure products and services that enable the profitable delivery of high-speed Internet, data, video, and voice services to consumers and businesses worldwide.



PLAN — DEPLOY — MAINTAIN

ADC Professional Services are built on a foundation of PLAN – DEPLOY – MAINTAIN. Our network lifecycle approach helps our customers:

- Reduce the complexity of the planning, deployment and maintenance processes
- Bring additional network capacity and coverage online quickly to realize additional revenues
- Better assess the condition of their networks and their readiness for technology upgrades
- Ensure the quality of new-equipment deployments
- Integrate newly acquired assets into their networks
- More efficiently utilize their existing assets
- Decommission and remove equipment for redeployment or obsolescence

The choice of professional service partners is a strategic decision that can affect the overall success of any network initiative as well as the overall business agility of the entire organization. Service providers choose ADC for our experience, in-depth expertise and relationships with a multitude of carriers and network equipment manufacturers.

ADC's knowledge, experience and quality make ADC a premier professional services partner. To find out more about what ADC Professional Services can do for you, contact your ADC representative or visit us on the web at www.adc.com/professionalservices.

Case Study:

Building Network Rings for High-Value Managed Services Delivery

As part of its business continuity and disaster recovery services, a major global enterprise-network service provider developed a suite of high-availability services to offer its customers continuous availability to interconnect data centers and business sites. The infrastructure of this network includes synchronous data mirroring and multisite fail-over server clusters. In this environment, SONET/DWDM multiplexers serve as the interface between the optical network and the customer's networks. The service provider needed to build two high-availability network rings for a global manufacturer of health and hygiene products; one ring to serve as a metro ring and a second to connect data infrastructures located 90 miles apart.

ADC implemented a suite of professional services specifically tailored for high-availability network ring deployments, which included:

- Customized Engineering Design Packages for both rings contained specific site details and overall ring architecture information
- Sets of site-specific detailed instructions for installation
- Final engineering documentation for the rings integrated into the service provider's Ring Design Packages, which contained all the engineering information about rings
- Installation and commissioning
- Test documentation

ADC provided the enterprise-network service provider a comprehensive package of services that helped to streamline the entire planning and deployment process. By working with a single source, high-quality partner for professional services, the service provider realized cost and time savings. More importantly, ADC's turnkey approach to high-availability network deployments ensured that the service provider could meet its commitment to its end customer to deliver 99.999 percent network availability for business continuity and uninterrupted access to critical information.



Case Study:

Improving quality and reducing costs through outsourcing

This company is a leading provider of value-added telecommunications and Internet services to large companies and public institutions in Great Britain and Ireland. In response to its rapid growth, the service provider sought a professional services partner to maintain and support all aspects of provisioning over multiple networks. As well, it needed a partner to maintain and upgrade its new and existing network locations. The professional services partner would also provide turnkey solution to customer's clients for planning of new network infrastructure.

In response, ADC developed an outsourcing solution that included:

- Dedicated ADC engineers assigned at various sites throughout the customer organization
- Utilization of network management and administrative tools from leading OEMs including Marconi, Nortel Networks and Altion
- Creation of an intelligent access database to maintain service information and control provisioning of circuits.

Working with ADC, the service provider reduced its cost of operations while it increased its responsiveness to aggressively compete for additional business. ADC helped it successfully implement new technology products on customer networks and improve the service provider's quality to 99.97 percent as measured by the accuracy on circuit provisioning.

Case Study:

Integrating Newly Acquired Assets to Improve the Return on Investment

When a major wireless provider acquired 400 cell sites and needed to assess the condition of the sites as well as the readiness for technology upgrade, it turned to ADC.

The service provider wanted to integrate these new cell sites into its network as quickly as possible to maximize its return on investment. Before the integration, the service provider wanted to ensure that each cell site met its service-quality standards.

Over a tight two-month project timeline, ADC completed comprehensive physical audits at each of the sites. ADC developed AutoCAD drawings, collected digital photos, completed a detailed physical equipment inventory, analyzed the condition of the power systems, and completed tower and antenna measurements.

ADC detailed all aspects of the acquired sites, including:

- Power systems condition, which included generators, rectifiers, batteries, AC and DC capacity, and breaker/fuse usage
- Grounding condition and layout
- Floor and rack layout and capacity
- Hatch port layout and capacity
- DSX assignments and capacity
- New equipment integration requirements, including cable lengths, cable racks, and types of fuses and/or breakers
- Tower type and condition, manufacturer, capacity, height, antenna layout and distance from shelter
- Site layout and expansion capabilities
- Driving directions to each site, including access details
- Safety-related recommendations

ADC helped this wireless service provider increase its return on investment. ADC's scalable resources along with extensive experience in multivendor environments ensured that the service provider could integrate the newly acquired cell sites as rapidly as possible without causing negative impacts on service quality. ADC also enabled the customer to be more effective in future engineering, planning, troubleshooting and maintenance by developing clear documentation, detailed equipment configurations, accurate specifications and site-readiness information for each site.

About ADC Professional Services

Through its Professional Services organization, ADC helps plan, deploy and maintain telecommunications networks throughout Europe and the United States. ADC's unique experience in multivendor, multitechnology, multiservice solutions makes ADC the ideal choice for projects that require an in-depth, hands-on understanding of simple to complex network environments.

Planning Services

- Program and Project Management
- Network and Inventory Audit
- Engineering

Deployment Services

- Program and Project Management
- Engineering
- Material Services
- Preconfigured Equipment Solutions
- Power Services
- Installation Services
- Commissioning and Integration
- Provisioning
- Decommissioning and Removals

Maintenance Services

- Program and Project Management
- Service Call Center and Dispatch
- Technical Assistance Center
- Scheduled Preventive Maintenance
- Emergency Corrective Maintenance
- Field Resource Support
- Circuit Provisioning
- Logistic Services
- Spares Management

ADC Professional Services offers comprehensive solutions for network operators delivering voice, video and data services over wireless, wireline and cable networks. Learn more at www.adc.com/professionalservices

World Headquarters

ADC
13625 Technology Drive
Eden Prairie, MN 55344
Ph. 1.800.366.3891 ext 70595

Regional Headquarters

France
47, rue du Bois Chaland
Lisses
Evry Cedex, 91029
Ph. +33 (0) 1.69.112.269

Germany
Müggellandstraße 8-10
12559 Berlin
Ph. +49 30-65 92 01-0



Web Site: www.adc.com

From North America, Call Toll Free: 1-800-366-3891 • Outside of North America: +1-952-938-8080
Fax: +1-952-917-3237 • For a listing of ADC's global sales office locations, please refer to our web site.

ADC Telecommunications, Inc., P.O. Box 1101, Minneapolis, Minnesota USA 55440-1101
Specifications published here are current as of the date of publication of this document. Because we are continuously improving our products, ADC reserves the right to change specifications without prior notice. At any time, you may verify product specifications by contacting our headquarters office in Minneapolis. ADC Telecommunications, Inc. views its patent portfolio as an important corporate asset and vigorously enforces its patents. Products or features contained herein may be covered by one or more U.S. or foreign patents. An Equal Opportunity Employer

101524 10/05 Revision © 2005 ADC Telecommunications, Inc. All Rights Reserved