

CONVERGENCE STRATEGIES, OPERATIONS, AND PLANNING (CSOP) PRACTICE

MISSION

Accelero's CSOP Practice enables enterprises realize the functional and financial benefits of **network convergence** with both (i) business analysis, existing infrastructure assessment, and development of migration strategies; and (ii) on-going operations, administration, maintenance, and support services.

CONVERGENCE CHALLENGES

The migrations of the traditional independent voice and data networking platforms into a converged paradigm presents enterprises with numerous challenges: rapid technology changes often muddled by vendor marketing hype; strong pressure for operational efficiencies and cost reductions; security and vulnerability threats; and reuse/replacement of legacy systems; and shortage of internal expertise on convergence systems and technologies.

TECHNICAL EXPERTISE

Accelero's CSOP Practice has developed expertise in the following network convergence areas.

- **Convergence Strategies** – Migration strategies, and evolution plans for voice and data networks based on business analysis/ROI, and technology evaluation.
- **Network Analysis** – Assessment of ability of current network infrastructures to meet business requirements for functionality, performance, security, and reliability for applications and services.
- **Capacity Planning** – Tools and methodologies to (i) monitor LAN and WAN resources utilization and traffic loads and (ii) evaluate impact of planned services on capacity requirements.
- **IP Telephony** – VoIP benefits/risks analysis; technology/product analysis;

network design and interfaces to legacy peripherals (e.g. voice mail) and systems (e.g. TDM PBX)

- **Operations Support** – Provisioning and operation of voice services and features for IP and TDM telephony, including all operation support systems.
- **Call Centers** – The design and integration of Call Center functionalities: ACD, IVR, Agent Groups, Supervisors, and CTI.
- **Network Security** – Security audits and penetration testing; firewall architectures with high availability; host- and network-based intrusion detection systems.
- **Disaster Recovery** – Strategies development, network design, and planning for business resumption in disaster recovery scenarios.

PROJECT METHODOLOGY

Accelero's CSOP Practice is based on a proven project methodology including task analysis and definition; resource evaluation and assignment; project schedule and tracking; staff training and support; client communications and status reporting; change control and escalation procedures, and successful track record of project completions.

TRACK RECORD

Accelero's CSOP Practice has successfully completed convergence projects for California state agencies, public, and private enterprises.

- Network growth and disaster recovery strategies
- Convergence migration planning including support of legacy systems and peripherals
- IP telephony technology and vendor product evaluations and ROI analysis
- RFP development
- Proof of Concept development and on-going operations support