

# Deployment as a Service (DepaaS)

## Key Message

Partners that require installation and configuration to support a new or replacement customer solution can use Deployment as a Service (DepaaS) from Exclusive Networks.

- › Installation and configuration service to support new or replacement solution deployment
- › Global coverage – multi-country, multi-site, multi-vendor projects a speciality
- › Orchestrated from global project management office (PMO) operating PRINCE2 and Agile methodology
- › Experienced and qualified engineers perform either onsite or remote install/config of customer hardware and software in accordance with a design specification
- › High control and quality assurance standards
- › Can augment existing resources to deliver specific project elements or take on entire project end-to-end
- › Global Teams, Local Service – Minimise international travel and maximise sustainability through using in country teams to provide deployment services

## How the Service Works

DepaaS is easy to use and can be augmented with your existing deployment service/s. Here's how each implementation is managed:

- › Project identified
- › Scope of work defined, including the skill and character profile of required engineers
- › Engineers assigned
- › Implementation and configuration services completed as per agreed spec
- › Exclusive Networks global PMO coordinates engineers, end user contacts, technical information, job sign-off process and customer satisfaction survey

## Ideal Customer Profile

You may not need DepaaS for every deployment, especially if you have enough internal resources or the project is relatively straightforward. But definitely consider DepaaS if any of this sounds familiar:

- › You have a small number of high-value design engineers
- › You're finding opportunities to provide end-to-end implementation but struggling to deliver on them
- › You're sensitive to the importance of service delivery quality and seamless deployment as core aspects of the entire end-to-end customer experience



## Conversation Starters

Some ideas for beginning customer discussions around the consistent, professional value of DepaaS:

- › Do you have the engineer resource pool to deliver installs without disrupting business-as-usual?
- › Can you call upon local engineering resources at each site or do you have to fly them in?
- › How are you ensuring the same qualified install and config standards across your multi-vendor environment?

## Objection Handling

The no.1 objection to DepaaS is the customer having their own engineers and intending to roll-out their next project themselves. If so, here are some important things to consider.

- › Do you have enough engineers in the right locations to deliver against customer timeframes and in accordance with their corporate sustainability goals?
  - › If you require higher concurrency of activity than you can realistically cope with, or you need to minimise your carbon footprint for international travel, our global teams can provide local services as an extension of your own teams.
- › How expensive are your internal engineers? And what core work are you pulling them away from to focus on this?
  - › Why not use our more cost-effective engineers to provide the smarthands 'feet on the street' while your own engineers remain available to your business?

## Customer Success Story

A large systems integrator chose DepaaS to carry out a 45-site firewall replacement project in DACH, UK and France for a multinational luxury goods retail chain.

- › Replacement of legacy firewalls with Cisco Meraki devices
- › Detailed project plan executed in full
- › Achieved target of delivering all sites within 2 elapsed weeks
- › Close comms between field engineers and remote teams
- › Maximised in-country engineer resources to minimise travel cost and carbon footprint

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