# Global Consulting and Professional Services

**EXCLUSIVE NETWORKS**

## Lifecycle Services Portfolio

Incredible value at each stage of customer lifecycle, from initial assessment through to fully managed services and healthchecks.

**Global Consulting and Professional Services**

Optimise · Assess · Design · Educate · Support · Deploy

Our people and our resources are what make for a great service experience and enables us to deliver our services in any location at any time.

**Over 1,200**
cyber and cloud certified technical and salespeople

**Over 600**
of our own Exclusive engineers

**A ratio of 1:2**
technical people to sales on average

Access to a network of over **10,000 trusted** third-party engineers globally

## Assess

**Technical pre-sales support**
Our technology specialists and experts will offer you dedicated presales support by answering any technical questions.

**Demo, Pilot and POC**
'Seal the Deal' by using our lab or site-based demos and POCs in conjunction with our sales engineering expertise.

**Security Audits**
Our security audit assesses IT, application, and user environments with analysis, consultation, reporting, and actionable recommendations.

**Configuration Assessments**
Our assessments benchmark capabilities, comparing current strategies' benefits to potential investments in new technology or gap-closing efforts.

**Wireless surveys**
To support the initial design effort and ongoing maintenance of wireless solutions, we offer a range of affordable off-site and on-site environmental surveys.

## Design

**Technical Workshops**
Our workshops unite teams, fill knowledge gaps, and accelerate project success by building collaborative solutions and business cases.

**High and Low-Level Designs**
We capitalize on our vast knowledge and expertise to design solutions for our customers' ever-changing, complex world.

## Deploy

**Pre-staging**
We offer full pre-staging support, including pre-configuration, testing, labelling of devices, and global logistics.

**Managed Deployment**
Our managed deployment spans 150+ countries, enhancing scalability, exceptional customer experiences, and global project success.

**Installation and configuration**
Our experienced engineers will install, configure and test efficiently to ensure seamless functionality and alignment with your requirements.

## Support

**24x7 Premium Support Centre**
Our premium support provides 24x7 technical support, 4hr RMA with certified engineers in 120+ countries, ensuring high customer satisfaction and a strong NPS track record, all at an affordable price.

**24x7 Networks Operations Centre**
Our 24x7 advanced NOC ensures infrastructure availability and performance with remote monitoring, issue resolution and proactive maintenance.

**Managed Security Services**
Avoid SOC setup costs and stay secure with our 24x7 solution, supporting multiple technologies across cloud platforms by our accredited engineers.

**Engineer onsite**
Our experienced engineers provide 'smart hands' on-site support within an SLA, extending your hardware support for business continuity.

## Educate

**Authorised Training Centre**
Our in-house trainers offer vendor-approved courses virtually and onsite at Exclusive Training Centres, supported by leading vendors, some of whom we host Authorised Training Centres for.

## Optimise

**Health Checks**
Recommended every 6 months, before renewal or service onboarding, our health checks ensure your solution's optimal performance for peace of mind.