



**BlasCom IT**

**IT & TELECOM STRATEGY**

**GLOBAL OFFER**

**« Telecom & Networks Services »**

*For larges companies or township authorities using their own network...*

*BlasCom IT*

Limited company with a capital of 10000€ registered in France (RCS LYON 483207601000020)

[www..BlasCom.com](http://www..BlasCom.com)



# Summary

- *Our Proposition*
- *Our Approach*
- *Our Success Factors*
- *Our References*

# The services offer 'Telecom & Networks » The BlasCom IT proposal

## Your Stakes

### Strategic Decision to be chosen

- Outsourcing ?
- Telecom Operator Change ?
- Cost Reduction program to be put in place ?

### New technologies Implementation

- IP VPN, ToIP, Wi-Fi, SIP Trunking,...

### Telecom services Management

- telecoms services optimization

## Our Knowledge

### Strategy definition and implementation

- Definition of a structured approach
- Identification of the best choices of orientation

### New technologies Implementation Management

- From architecture design to solution roll out and commissioning

### Optimization of existing infrastructures

- Operating Processes Optimization

## We can propose

### To advise you during the decision-making by doing:

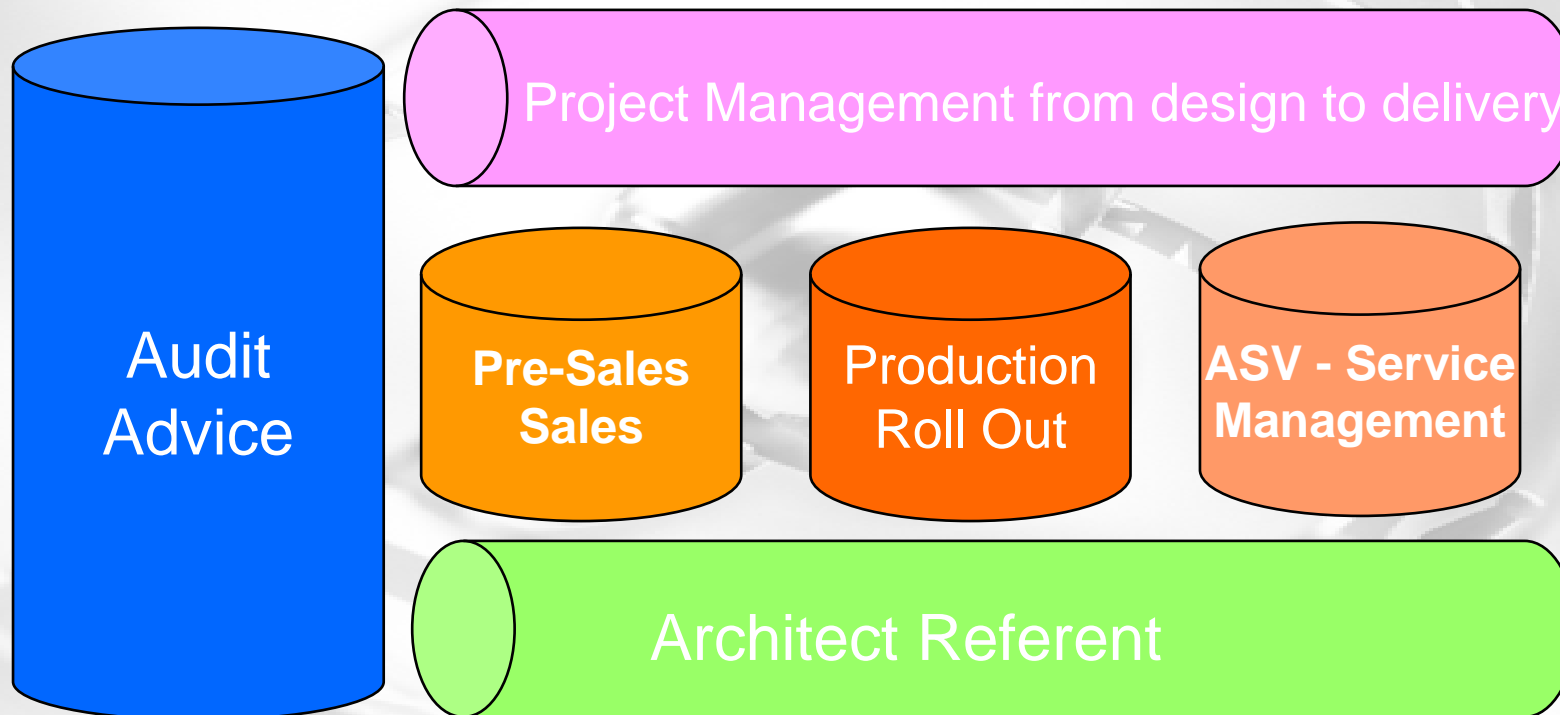
- Your technical / economical studies, your decision-making analyses
- your calls for tender, Request for Informations / Proposals (RFI/RFP)

### To accompany you during the implementation

- By organizing and by launching the projects or by piloting efficiency projects for you

# The BlasCom IT's global Approach

*An offers catalog for a modular approach  
adapted to the "IT" needs:*

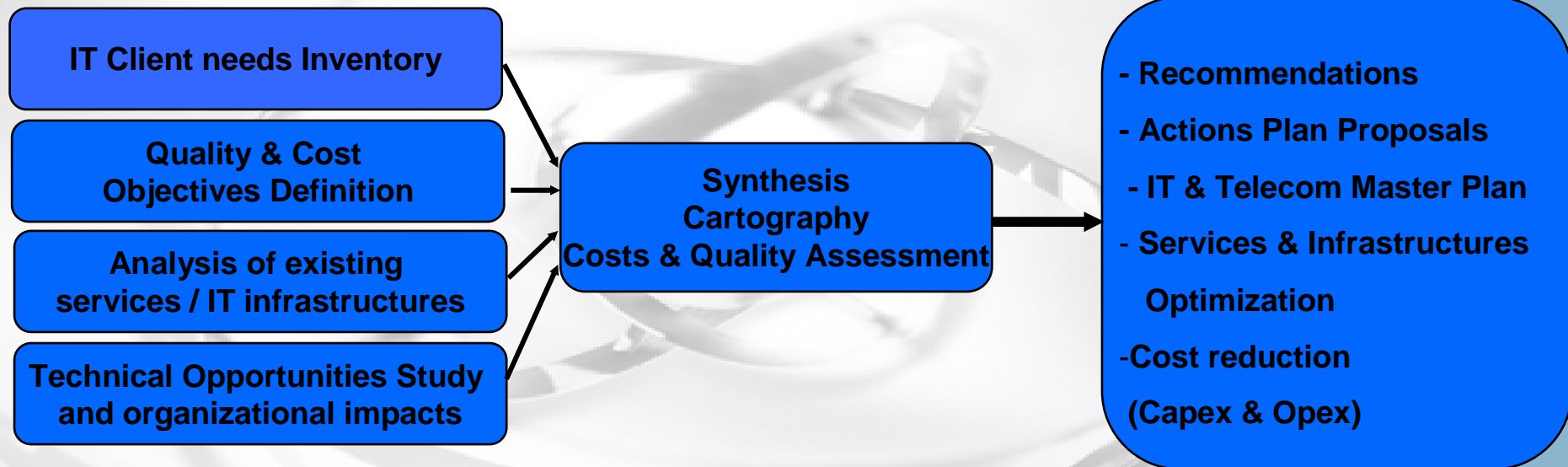


# Audit and Advice

## • Goal

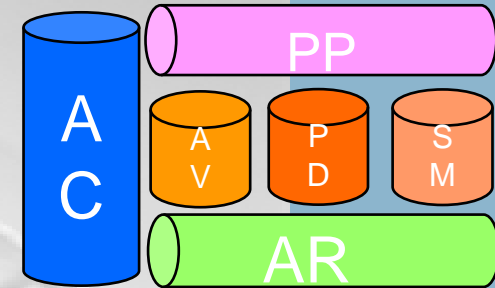
- To Analyze comparatively IT services and users expectations, and propose axes of optimization, network & Telecom plans.

## • Approach

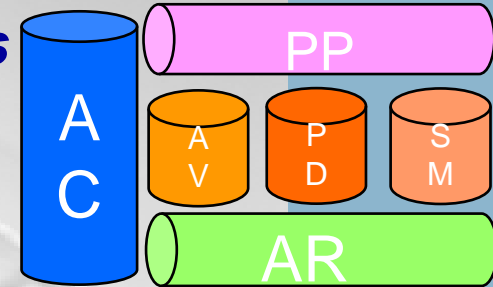


## • Deliverables

- Analysis, opportunities studies et synthesis of services compared to needs and capacities of the market
- Recommendations and Actions Plan in order to optimize the offered services, client satisfaction, network management and cost reduction



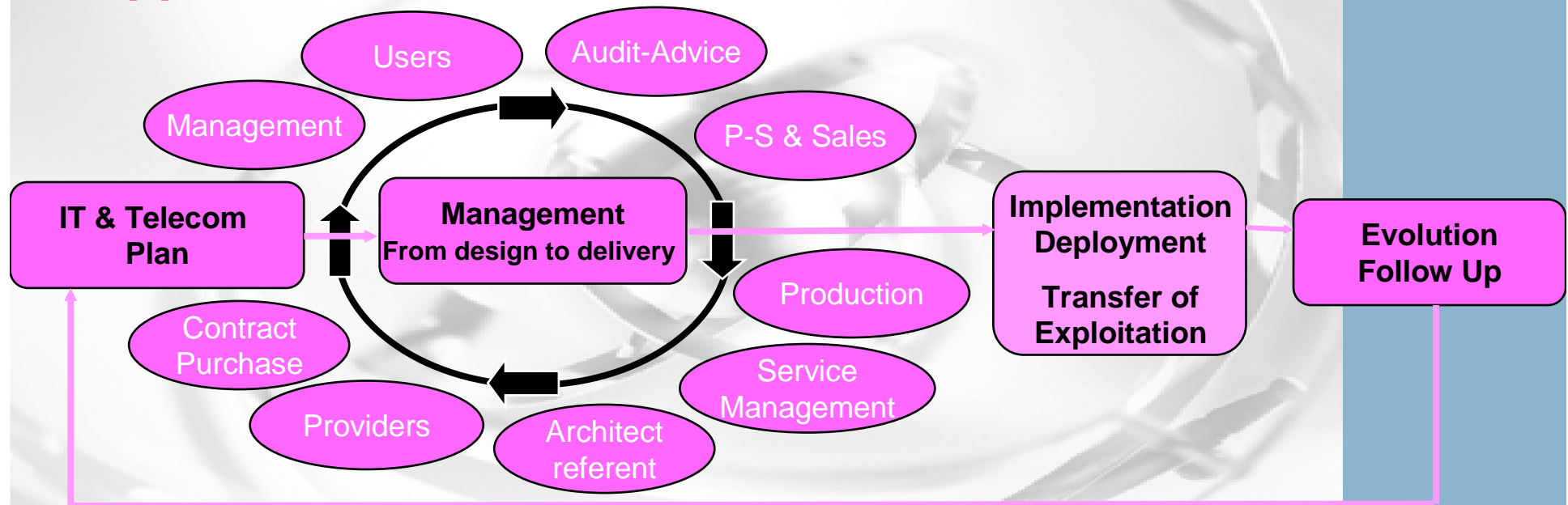
# Networks & Telecom Projects/Programs Management



## • Goal

- To Optimize the management of projects in their entirety, from design to the final delivery

## • Approach



## • Deliverables

- IT et Telecom Plan – Projects Prioritization – Cost reduction Analysis
- Project Plan Definition (perimeter, processes, Management)
- Reporting, indicators, dashboards, & meeting reports.

# Pre-Sales / Sales

## • Goal

- To define new perimeter and processes for contractualization of new IT services

## • Approach

### Technical need definition

- Needs Collect & client constraints  
-(budget, planning, cost,...)
- Interlocutors Interview  
to define the need
- Assistance to quantify  
the need if needed

### Providers Relation implementation

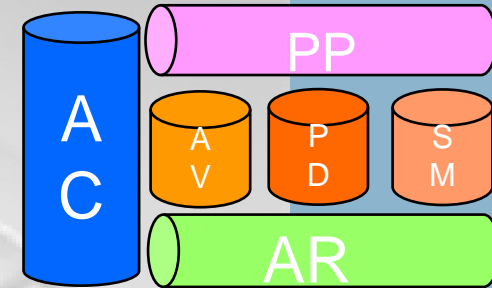
- Call for tenders Management  
(RFI/RFP, Offers analysis,  
decision-making assistance,..)
- Contract Negotiation Assistance  
with supplier(s)

### Processes definition of ordering

- Services specifications definition
- IT Services catalog definition
- Definition of orders forms
- internal associated processes

## • Deliverables

- Technical specifications
- Call for tenders, Matrix of criteria of choice, contract
- Catalog of services, order forms

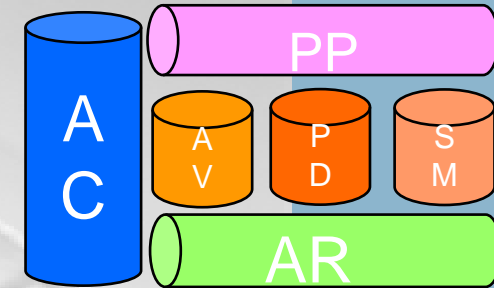


# Production

## • Goal

- To Deploy “fast & efficiency” for implementation of new IT services

## • Approach



### Strategy Deployment Preparation

- Technical, logistic et administrative information collect
- Production Plan definition (Processes deployment , SW & HW Test, Commissioning)
- Test specification Definition

### Project Management

- Follow Up
- Macro & detailed Planning
- Organization & Reporting
- Delivery Prioritization of the different services
- Problems Resolution
- suppliers Management
- Assistance to project methodologies (ITIL, PMI, CMMI,...)

### Tests and Commissioning

- Coordination of participants and suppliers from starting phase to final delivery
- Providers services Commissioning / Client Approval
- Technical specifications Update (Topology, technical references architecture, Schemes,...) for exploitation transfer

## • Deliverables

- Production Plan including Processes implementation and commissioning sheets
- Dashboards, project management reporting, meeting report
- User acceptance validation for transfer to exploitation department



# ASV – Service Management

## • Goal

- To Guarantee the Quality of Service (QoS) to end-users, according to SLA (Service Level Agreement)

## • Approach

### Day to Day Network Management

- Quality Plan Definition with operating processes
- “QoS” indicators
- Facilitator Role during incidents Problems resolution & management
- Communication during alerts and maintenance actions (corrective and preventive)

### Client satisfaction Control

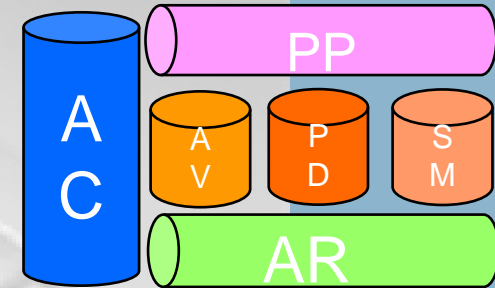
- Meeting Organization with clients
- Unsatisfaction reasons Collect and evolution wishes analysis
- “QoS” Meeting with providers
- Subscribed SLA Communication and Control

### Actions Plan & Recommendations

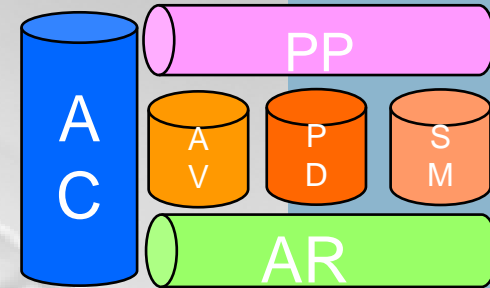
- Actions plan Piloting in order to be able to increase QoS
- Upgrades Recommendations or downgrades management for Internal clients / partners
- Collaboration with others teams

## • Deliverables

- Quality Plan et operating processes
- Indicators and, “Q.o.S” Monthly reports
- Communication to employees (Ex : critical incident, planned maintenance action, corrective action plan,...)



# Architect referent – Design Authority



## Technical Expertise

### Approach and deliverables

- Introductions Impact of new services
  - Technical Studies of Opportunities
- Technological Watching / Business Intelligence
  - Training to new IT technologies

## Technical Responsibility

### Approach and deliverables

- Validation of specifications and architectures
  - Roll Out Strategy definition and Control
- Follow Up and improvement of architectures

## Goal

To Guarantee coherence and efficiency of the network and theirs services, in term of data and voice

## Technical Support

### Approach & Deliverables

- Architecture Design of experimental phases and Pilot
  - Results Validation from experimental phases
- Support and assistance from pres-sales phases to deployment until exploitation

## ***The Success Factors***

- An efficiency approach and the capitalization tools use
  - A project management methodology (PMI) and processes (ITIL) internationally known and recognized.
  - A real commitment linked to the 'professional' status of the *BlasCom IT's* consultants

***To the service of solutions creation  
adapted and correctly sized to your needs ...***

## Some BlasCom IT's references



**Bretagne  
Contrôle Laitier**  
*Au cœur de votre élevage*



**NORTEL  
NETWORKS**  
BUSINESS WITHOUT BOUNDARIES



**GROUPE  
CAISSE D'ÉPARGNE**

**n9UF  
cegetel**



**Alcatel-Lucent**

*BlasCom IT*

Limited company with a capital of 10000€ registered in France (RCS LYON 483207601000020)

[www..BlasCom.com](http://www..BlasCom.com)





# BlasCom IT

IT & TELECOM STRATEGY

27 rue du Président Édouard Herriot  
69002 LYON – FRANCE

**Tel :** +33(0) 4 27 11 56 31 **Fax :** +33(0) 4 69 96 45 91

**Web :** [www.BlasCom.com](http://www.BlasCom.com)

**Email :** [blascom@blascom.com](mailto:blascom@blascom.com)



**BlasCom IT** is a company participating in the 'Global compact Local Network' charter of the United Nations, to make a commitment in favor of practices, among others, of development and distribution of environment-friendly technologies.

*BlasCom IT*

Limited company with a capital of 10000€ registered in France (RCS LYON 483207601000020)

[www..BlasCom.com](http://www..BlasCom.com)

