



Managed Provisioning

Build with confidence, minimise risk and get the job done

- Deliver complex projects
- Prepare for the unexpected
- Achieve challenging deadlines

Managed Provisioning gives you access to our project management expertise. We support you through a range of complex or time consuming activities. This includes order entry / management, testing, number porting, network management, upgrades, infrastructure builds and more.

We help you be more competitive. Engage us, if you don't have project management resources to bid for that lucrative new contract. Or if your team doesn't have the capacity or the right experience, to solve issues in a given timeframe.

Regardless of size, complexity or location, our experts help you; bid with confidence, plan more effectively and deliver your projects on time and to the highest standard.

What is it?

When you're managing a large project, even the smallest issue can throw it into jeopardy. Whatever your project management requirements, wherever they are and however many lines or circuits are involved, our Managed Provisioning team bring vital knowledge of what works and what doesn't.

Our team has experience managing massive network rollout programmes where bespoke processes, access issues, security clearance hurdles and unforeseen issues are the name of

the game. By letting us handle similar logistical challenges on your behalf, you're free to concentrate on your areas of expertise and the next business opportunity.

What we offer you:

1. Experts who thrive on the challenge and will work alongside you, or on your behalf, to deliver your projects on time
2. Advice on potential issues at the bid stage to help you make your estimates more accurate
3. Dedicated project management expertise to plan properly and keep things moving
4. Access to resource wherever you need it
5. An ability to manage multiple connectivity orders as a single programme of work
6. Step by step monitoring to identify and manage unforeseen delays
7. Management of site access, sign off and security issues for our technicians
8. Single point of contact to ensure key accountability and ownership
9. Powerful, regular reporting to keep everyone informed throughout

Beyond business as usual

Our business-as-usual processes are designed to automate the ordering and delivery of high volume products for straightforward delivery scenarios.

They meet the core requirements for each of the products we supply. However, if your orders or projects are complex, you may need more than business-as-usual is designed to provide. This is where Managed Provisioning has a role to play.

How we can help you

Get vital access to knowledge, planning skills, and resource.

Our experts know what works and what doesn't and, by drawing on experience, they are able to identify potential issues in advance, mitigate risks and help you deal with unforeseen issues. Their primary goal is to smooth your project delivery by helping you avoid significant delays and headaches.

Transform multiple orders into a programme of work

Rather than handling a series of orders as individual requirements, Managed Provisioning can take multiple orders, transform them into a programme of work and manage that programme through to completion. This is ideal for larger projects that are geographically concentrated (such as a new housing development or a shopping centre) or where an individual customer has requirements at multiple related sites across the country (for example banks, retail chains, distribution companies).

Enjoy a single point of contact

Every project is allocated a dedicated project manager for Professional Services or coordinator for Order Coordination. Each project manager or coordinator are backed by a team of specialists who have unrivalled knowledge of our systems and processes.

Identify external delays early

Using our experience, we can tell you up front what the delaying factors in your orders are likely to be and help prevent unexpected contractual issues between you and your customers. We can provide advice and support on issues with landlords and local authorities.

Minimise fulfilment process delays

Winning a bid is one thing. But your name will be mud if you don't deliver your project on time. A single delay could make all the difference between profit and loss – not to mention the chance to win repeat business. Here are some examples of the process delays that can occur and how we can help:

Driving order progression: When you place an order, a number of automated messages pass backwards and forwards as it progresses through our systems. If we don't receive a response to one of these messages, your order is effectively stalled. This doesn't happen when Managed Provisioning is in the driving seat, because we check order progress on a regular basis on your behalf. If we're waiting for a response, we'll call you to elicit one, allowing your orders to progress to the next stage with the minimum of delay.

Managing access and sign off: Time can be wasted if a technician visits a site and can't gain access because no-one's around to let them in. The same applies if the person who needs to sign off the work isn't available. Here again, we can minimise delays by contacting the relevant people on site and establishing their availability, so the job can get done.

Gaining security clearance: Many sites require notice of a week or more before a technician visit. They may also want the name of the technician in advance. Some sites require specific security clearance as well as the technician's identity card. We can facilitate all these arrangements across multiple orders to avoid delay.

Handle unforeseen issues more efficiently: In some cases issues that may put a project in jeopardy simply cannot be predicted. It's at times like these that experience counts for everything. We expect the unexpected and relish opportunities to take on a new challenge and put our adaptability to the test.

Benefit from powerful reporting

A weekly progress report is provided as standard and, if you require more frequent reports, we can tailor our service to meet your needs. For instance, we can provide daily reports on

how many circuits have been delivered, how many remain to be delivered, what stage each circuit is at, what the next actions are and when they're scheduled to take place. Armed with this information you can keep customers up to date and be confident yourself that everything is on track.

Benefits

Managed Provisioning not only provides you with expert project management, we also recognize that your build may involve several different circuits or infrastructure build activities that will become ready for service over an agreed time period.

Whatever your requirements, wherever they are and however many lines or circuits are involved, our team will be focused on completing your project on time and to the highest possible standard.

SERVICE BENEFITS INCLUDE:

Deferred Billing (new feature)

By agreement, we will not bill you for any service that is part of your overall build programme, until you complete your network and start to use the service. There are strict business rules to support this service so please contact Managed Provisioning if you would like to understand how this would work for you.

Basic Order Coordination (improved feature)

If your project or build programme does not require as much oversight as a fully-fledged project, we offer an order coordination service at no cost to you for up to 30 installations/circuits (additional installations/circuits are chargeable). We will work with up to two 3rd parties to coordinate activity and provide you with a weekly update. There are some limitations to this service, please contact us to determine if Basic Order Coordination is the right service for you.

Improved time and budget management

Working with you from the planning stage to reduce the risk of large projects overrunning or going over budget.

Valuable experience

Bringing you knowledge of what works, what doesn't and how end user needs differ. Including experience of sector specific issues and processes and how to deal with them.

Controlled, smoother delivery

By clearly highlighting issues or roadblocks helping to reduce the dwell time between activities.

Less hassle

A single point of contact in Chorus takes care of all the logistical challenges leaving you free to concentrate on your core business.

Obstacles removed

Access and security clearance issues are dealt with in advance so they don't put the job in jeopardy.

FEATURES

- Project management expertise available to help you manage anything from small-scale local projects to complex nationwide programmes of work
- Bespoke solutions requiring a specialist to support complexity of quote and build
- Coordination of orders and delivery dates for multiple products at the same site
- Order entry and management, feasibilities and pre-qualification, testing, and migration of services
- Access processes to ensure technicians are aware of the rules and regulations on site and follow the correct procedures to gain authorised access
- Direct collaboration with assigned technicians to reinforce job instructions
- Third Party rendezvous co-ordination with our technicians to support access to unmanned or secure sites
- Weekly reporting on project progress
- Programme management capability to support more complex programmes. Providing governance structure and planning aligned to agreed targets and milestones.

WHAT DOES THE SERVICE COVER?

Managed Provisioning has no limitations and is available across all of our products.

WHAT THE SERVICE CANNOT OFFER?

We will only take on a contract if we believe we can add value beyond the business-as-usual processes that we operate. That means Managed Provisioning can't:

- Be used to reduce our contractual lead times for circuit delivery or to fast track defined order process.
- Assist if there's not enough space or power at an exchange.

In both these instances, the normal business-as-usual processes apply.

Industry specific issues

Managed Provisioning has developed a thorough understanding of working environments and practices across major market sectors. Using this knowledge we can help you avoid issues and delays that could otherwise put things into jeopardy.

The more circuit orders, products, and complexity involved in a contract, the greater the challenge. When you choose Managed Provisioning though, whichever sector you're supplying to, our experts will ensure that as much as possible is planned for. Where planning can't be done in advance they will draw on their experience and put best practice workarounds into action.

Education: Network 4 Learning (N4L)

Time is often of the essence in this sector. Work typically needs to avoid term time and other critical dates to minimise the impact of noise and other disruptions.

Mobile (3G and 4G CM tower upgrades)

Technicians typically require keys to get into base stations – but these are not always easy to get hold of. Access to sites is heavily protected for a good reason – and more than one visit to complete work may be needed. Because of the location of many mobile base station sites, wayleaves are often required from landowners, landlords and even tenants themselves. Again, although all manageable, experience accounts for a lot. Get it wrong or plan poorly and it could add weeks or months to build.

Retail

A variety of retail premises in NZ means that once again, issues can vary from one location to another. Security procedures tend to be dictated by the nature of the business being undertaken and we often need to rely on the customer to tell us exactly where they want the Network Terminating Equipment installed. Different types of retail premises also have different operating hours to consider to ensure the right people are on site and that work is not too disruptive. Time and money, work that interrupts, or is feared to interrupt their ability to trade can generate local issues and individual resistance. Even when people know we are coming.

Bespoke Location

These premises present their own unique set of challenges e.g. circuit provisioning to traffic lights control boxes and portable sheds or bins on construction sites.

Provisioning to traffic lights means securing Local Authority permission to dig at potentially busy road junctions. This can take up to three months, and once secured there may only be a limited window in which to undertake the work. Such issues can cause unexpected delays.

Finance/banking

One of the greatest issues here is that we often don't know the extent of the barriers we face until we arrive on site. A straight swap from one circuit to another, for example, may look simple but there may be more than one communications room and existing circuits might not be labelled. Having a best practice approach is vital.

Financial institutions are host to sensitive data and some locations (such as those hosting ATMs) require special on-site procedures that can vary from one organisation to another. Access restrictions may require names of technicians in advance and timing often needs to be aligned to the availability of security personnel. Careful co-ordination and double-checking of information is essential – but time consuming.

How do we work?

Understanding and evaluating the challenge with you

This includes consideration of how we've overcome similar problems in other projects.

Scoping the project

This determines the requirements and agrees timescales to ensure expectations are met and nothing is overlooked.

Drawing up a project - Services agreement (Statement of Work)

This includes a project plan which acts as a Service Level Agreement, covering objectives and deliverables, key tasks, process methodology and a quote. Scope may change through the life of the project, which will modify Statement of Work and associated cost.

AGREEING A LEVEL OF SUPPORT



HOW MUCH DOES IT COST?

Managed Provisioning's professional services has a standard rate card with clip-on services. Basic Order Coordination is priced per order/ circuit.

Professional Services	Charges: \$300.00 per order with no service exclusions Managed Provisioning: <ul style="list-style-type: none">• Project management - dedicated PM resource• Proactive jeopardy management and risk mitigation• Coordination with 3rd parties• No order volume limitation					
Optional clip-ons to Professional Services	Scripting: \$4 per order	Out of hours MACs: \$100 per order	Prequalification: \$15 per order	Order Entry: \$15 per order	Reporting: \$POA depending on agreed level	Shared project space: \$100 per project per month
Basic Order Coordination Services	Charges: \$0.00 per order for qualifying orders within 30 limit \$50.00 per order for non-qualifying orders Basic Order Coordination: <ul style="list-style-type: none">• Dedicated coordinator resource• Order status updates• Coordination with up to two 3rd parties Qualifying orders include all our business services Clip-on services are only available via Professional Services					

BENEFITS OF OUR NEW RATE CARD

It's simple:

- Single entry point into the whole managed provisioning/ order coordination process
- Same handling process regardless of what you order
- Same team dealing with all the requests instead of multiple provisioning teams depending on the products ordered under the project
- Easier to measure effort/ resources requirements

It's flexible:

- You only pay for the features you want
- You can get access to the basic layer, even with a mix of Bitstream 2 and Bitstream 3+ orders.

CHORUS