



Software Upgrades

Ensure a Fast, Successful Outcome – and Conserve Your Internal Resources

Service Highlights

Routine software upgrades keep your network running smoothly. For your Sycamore network, no one can perform upgrades better than a Sycamore-trained field engineer. Familiarity with our hardware and software, coupled with rigorous planning and execution, ensures maximum efficiency throughout the process.

Serving as the roadmap for your successful software upgrade, our ISO 9001:2000 registered Method of Procedure (MOP) document adheres to a consistent, step-by-step approach. We create an individual MOP for each upgrade, which Sycamore Engineering, Sales, and Services and Support review for thoroughness and accuracy. Then, before any site work takes place, your operations personnel have the opportunity to review the plan. Once the MOP is fully approved, we work with you to develop the upgrade schedule.

Our field engineer arrives on site 24 hours in advance to investigate and understand existing alarms, back up current configurations (per node), and pre-load software on all nodes. During implementation, our engineer handles the software download and activation of code, one node at a time, according to the MOP guidelines. Sycamore takes responsibility for monitoring all alarms and events during the upgrade process; and for verifying that the software loaded correctly and all nodes are running properly, with no new outages or alarms. Your satisfaction and acceptance are all we need to complete your software upgrade.

Service Benefits

Sycamore’s proven, repeatable methodology delivers consistently high quality and thoroughly documented results. Leveraging our expertise lessens the demands on your in-house personnel. Our ISO-registered procedures ensure an efficient and successful outcome, each and every time.

Our field engineers understand customer expectations, and how important it is to prevent unnecessary disruptions to a customer’s network and services. If issues should arise during the upgrade, Sycamore’s focused professional can immediately troubleshoot and resolve the problem. The field engineer’s analysis and diagnosis can be rapidly augmented, if necessary, by the TAC engineer dedicated to your account, or by an on-call software engineer.

Consider the internal resources you conserve by not taking on software upgrade tasks. You realize substantial manpower savings from reduced training requirements and fewer in-house maintenance hours. You eliminate the capital equipment expense of specialized new tools and test equipment. And finally, since our field engineer handles the entire upgrade process, your own engineers can tend to business as usual.

Features and Benefits
<ul style="list-style-type: none"> Field engineers who thoroughly understand Sycamore products
<ul style="list-style-type: none"> ISO 9001:2000 registered, proven methodology ensures consistent quality
<ul style="list-style-type: none"> TAC Upgrade Case tracks, updates, and documents the entire procedure
<ul style="list-style-type: none"> Reduces or eliminates demands on your internal resources

Upgrade Deliverables

Sycamore engineering services delivers fast, accurate software upgrades by creating a MOP specific to your network that outlines the process from pre-check through validation. Typical steps in a software upgrade include:

Pre-Check

- Verifying completion of all necessary configuration file/ release code file backups
- Verifying completion of all connections (NMS/PC) needed to communicate to the nodes via the NMS and/or PC
- Verifying approved access to all necessary site locations and personnel in position at sites
- Verifying all existing alarms on network/node

Software Download

- Loading new software release/file down to the node via SilvxManager®
- Verifying the software download process was successful

Code Activation

- Resetting required node and/or module

Monitoring

- Monitoring all alarms and events during the upgrade process
- Verifying communication with the node remains intact
- Verifying each module loads the new software, fully resets, and is up and operational
- Verifying all circuits and trunks are up and operational and have not taken any hits
- Verifying all timing is up and operational

Validation and Acceptance

- All nodes successfully upgraded as planned and reachable via the NMS
- No new outages or alarms exist
- Satisfied customer signs off on successful software upgrade

SYCAMORE NETWORKS SERVICES AND SUPPORT

A worldwide network of experienced professionals supports Sycamore Networks customers at every phase of the network operations lifecycle, from initial design, installation, and training to ongoing maintenance and capacity planning. Our in-house experts and select service partners have earned a reputation for excellence from some of the world's largest carriers. For intelligent optical switching and network migration deployments, Sycamore is uniquely qualified to meet the expectations of top tier customers. Our expertise and experience are your assurance of consistently successful deployments, high network availability, and outstanding customer service.

To learn more about our comprehensive portfolio of support services, please call 978-250-3480 or visit our web site at www.sycamorenet.com.

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