

DATA SHEET

Preventive Maintenance

Ciena Services

Ciena's Preventive Maintenance is a personalized service that provides a regular system checkup and shifts business dynamics from reactive to proactive operation. It includes checking the equipment, performing regular maintenance, and promptly reporting all findings to prevent any performance or service degradation or negative impact on the users' experience.

Key Deliverables

Project Management

Ciena assigns a project manager to each Preventive Maintenance service subscriber. The project manager will establish continuous communication and provide an escalation path and a comprehensive set of deliverables. The manager's primary responsibilities include:

- Acting as the primary interface between the customer and Ciena
- Liaising with the customer to prepare the delivery schedule and establish a project plan
- Organizing regular review meetings throughout the delivery period
- Informing the customer of any changes to the plan

Site Inspection

A Ciena specialist will perform an onsite inspection both outside and inside the facility. This inspection includes:

- Verifying all security locks, fences, and gates are functioning and in good condition
- Verifying adequate road access is available

Features and Benefits

- Provides a dedicated project manager for continuous communication and escalation path
- Offers a comprehensive inspection of site and equipment, from inside and outside
- Checks power consumption control
- Verifies equipment and site cleanliness, ensuring the system is secure from environmental hazards
- Replaces filters where necessary
- Provides detailed and high-level technical reports, along with recommendations
- Features maintenance routines consistent with best practices and a right-first-time approach
- Prevents outages, minimizing costly downtime and accelerating recovery
- Maximizes early return on investment