



## Nokia Care for Customizations – Complete Care for customized Nokia solutions

**Rapid developments in the mobile world are creating new challenges for operators to adopt and integrate new service platforms into their existing technical and business process environment. To help meet these challenges, Nokia provides customized solutions to address the unique needs of each operator's solution.**

Typically, the customization of these solutions means building custom interfaces to legacy systems or developing additional functionality on top of the Nokia standard offering to fully meet the operator's specific requirements.

To maintain the functionality and consistent service level of the complete solution, both the customized and standard components of the solution need to be supported in the same way. With this in mind, Nokia has developed Nokia Care for Customizations Service to complement our standard Care Services offering and provide comprehensive support for our operator customers.

Nokia Care for Customizations service can be divided to two main parts: Nokia Software (SW) Remedy Service and 7x24 Remote Emergency Support.



**NOKIA**  
CONNECTING PEOPLE



## Nokia Software Remedy Service

By securing seamless software functionality, Nokia Software Remedy Service maintains the value and quality of the operator's solution. The service consists of three modules: Fault Management, Impact Analysis, and Help Desk for Customizations.

**Fault Management** ensures professional handling of technical problems detected by operators, as well as the management of the actions required to resolve each case. The local Nokia HelpDesk, which is the key contact point, is also responsible for adding information about the fault into Nokia's global Fault Management system.

An **Impact Analysis** must be done each time Nokia standard software corrections or updates are implemented in the customized system, as these updates may also call for corresponding changes in the customized software. Based on the impact analysis, an installation and system integration project is defined.

**5 x 8 HelpDesk for Customizations** provides a single point of contact during office hours and is targeted for all non-urgent inquiries. Typical queries are related to new software or the alteration of parameters in the existing system.



## Nokia Remote Emergency Support Service

Both system availability and consistent service levels are crucial to avoid negative user experiences and delays in the take-off of new services. Nokia Remote Emergency Support Service focuses on the customized parts of the solution, with the goal of ensuring the availability of the system and achieving the full revenue potential from it.

Remote Emergency Support Service provides 24-hour availability with quick response times from Nokia specialists. In addition to remote telephone support, remote login capability is also available.

## Expert processes, tools, and competences

Nokia has developed advanced Customer Care processes, tools and competences to help meet each operator's unique needs. All inquiries are systematically managed according to the established Nokia Care process and supported by a case handling

system developed specifically for this purpose. The system enables extensive reporting and follow-up capabilities to provide clear visibility on the action taken to solve the problem.

Active knowledge sharing of best practices is essential to ensure up-to-date competence. Nokia has compiled the experiences and expertise gained in various projects around the world into a resolution database that provides valuable information for finding the possible solution to a specific problem. Operators can also use this resolution database via Nokia Online Services if they subscribe to the service.

Now and in the future, Nokia Care for Customizations Service helps operators secure the success of their new mobile services.