



Case Study: AT&T/Cisco Router Acquisition, Installation and Training

ARServices, Limited provided procurement, configuration management, training and installation/technical support for AT&T. ARS developed procedures and a customized data base program to assist in the programming and configuration of routers. The data base also included tracking information for AT&T's business systems and technical data necessary for individual router configuration. ARServices developed configuration standards for Cisco Systems' routers and performed operational tests of various configured options. In conjunction, ARServices implemented installation procedures and developed training materials for AT&T installers and delivered instructor-led training. The course consisted of project background, technical overview of the Cisco routers, installation instructions, and diagnostic tools.

After project completion, ARS continued to provide installation support services and conversion assistance, to include quality assurance, testing and problem resolution.

While working within AT&T, ARServices' professionals worked with AT&T's technical personnel to streamline operations and offered solutions that allowed AT&T field technicians to perform their tasks the most effective and efficient manner.