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Huawei Enterprise Service



Partner Brochure

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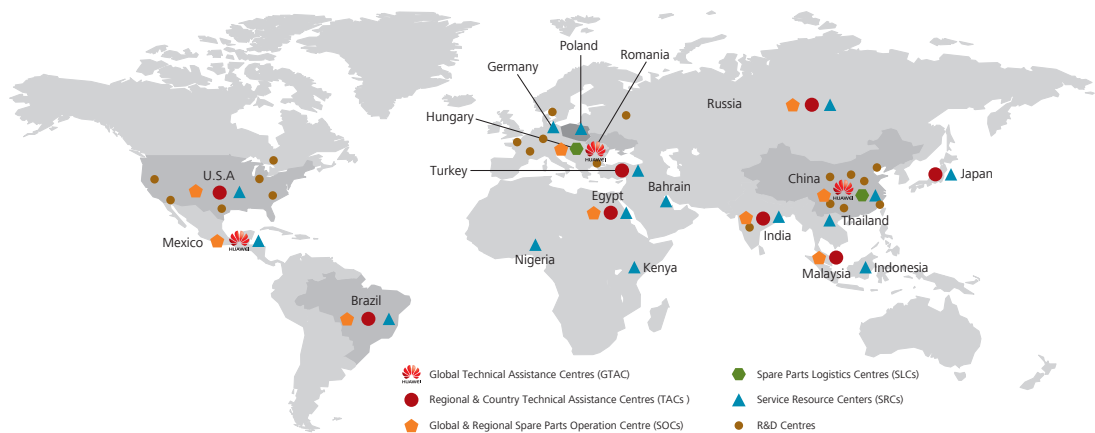
Huawei Enterprise Services Introduction

Huawei is a leading global information and communications technology (ICT) solutions provider. To adapt to the revolutionary transformations taking place in the IT industry, Huawei is continually developing customer-oriented strategies and technologies. Huawei's innovations are extending to the enterprise and consumer businesses, and Huawei will collaboratively develop the cloud-pipe-device business across these fields.

By leveraging Huawei's strong R&D capabilities and comprehensive technical expertise, Huawei Enterprise openly cooperates with partners in the enterprise business domain. We understand customer needs and are committed to providing wide-ranging and efficient ICT solutions and services to enterprise customers of all sizes. Our customers operate in a wide range of vertical markets, such as government and public sector, finance, transportation, electric power, energy, commercial business, and ISP. Huawei's leading solutions and services cover IP network infrastructure, unified communications and collaboration (UC&C), and cloud computing, data center, enterprise information security and enterprise wireless.

Huawei Enterprise Services is committed to support our Partners in a better way. We aim to boost our partners' influence and revenue through the consistent provisioning of services to our mutual customers. Our core values enable us to provide better services to our partners and to achieve our vision of enriching people's lives through communication.

A Company with Global Resource



- Resource, Knowledge & Logistics Centres:**
- 15 R&D Centres + 3 GSRCs + 22 RSRCs
 - 45 Training Centres & 53 Authorized Partners
 - 2 Regional SLCs

- Spare Parts Operation Centres (SOCs):**
- 1 Global SOCs (Shenzhen, China)
 - 9 Regional SOCs
 - 129 Country SOCs



Huawei Channel Service Go-To-Market Strategy

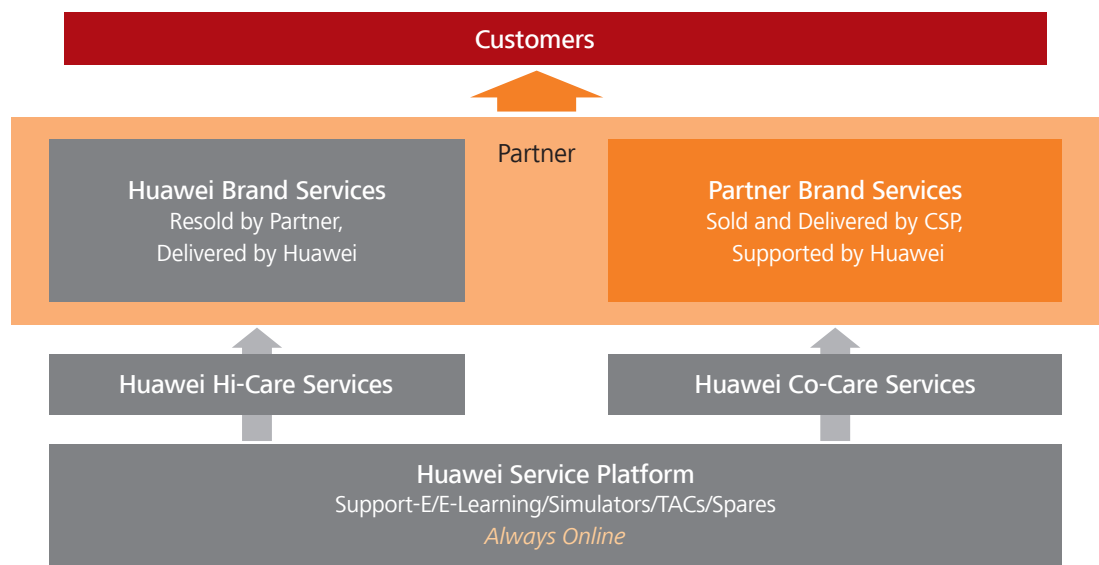
Huawei is committed to help partners to build, develop and differentiate their branded market service offering so that enterprise customers can successfully deploy and operate Huawei technology solutions.

In this approach, Huawei has developed a joint services model to provide end-to-end services to customers through the partner brand services model. The Huawei Co-Care Services program is offered to business partners and includes Huawei Technical Support and Spare Parts services, enabling the partner to package their own services solution to provide end-to-end service provisioning to the end user. Partner brand services are sold and delivered by service partners, with Huawei providing back-to-back support to service partners.

To complement the Huawei Co-Care program and to promote partner support and customer satisfaction, partners may also resell Huawei Hi-Care Services to the end customer. Huawei Hi-Care services are valuable:

- As an extension of the partner services portfolio
- Where customers require service coverage delivered by Huawei

Huawei brand Services services are available for resale by channel partners but delivered by Huawei directly.



CSP: Certified Service Partner

Partner Benefits

The Service Go-To-Market model demonstrates the open and win-win channel philosophy of Huawei Enterprise Business Group. By attracting and recruiting top-performance companies in the enterprise market Huawei and partners can achieve win-win benefits and provide the best services to end users.

In cooperation with Huawei to develop enterprise markets, partners can:

- Leverage Huawei services to stand out in the market and secure a leading position in the industry.
- Improve technical capabilities through Huawei's comprehensive training and certification programs.
- Receive support from Huawei in service solutions, service delivery and service sales targets.
- Leverage Huawei's global platform to expand their business scope and customer base.
- Improve customer satisfaction and loyalty with service support from Huawei.

Gains:

- Accelerate market development
- Improve customer satisfaction



Huawei

Gains:

- Enhance service capability
- Extend service brand
- Enrich service portfolio
- Grow business with Huawei



Partners

Gains:

- Business agility
- Cost efficient
- Higher SLA
- Smart workflow



Customers

Advantages:

- Advanced technology
- Innovative & broad product portfolio
- Platform support

Advantages:

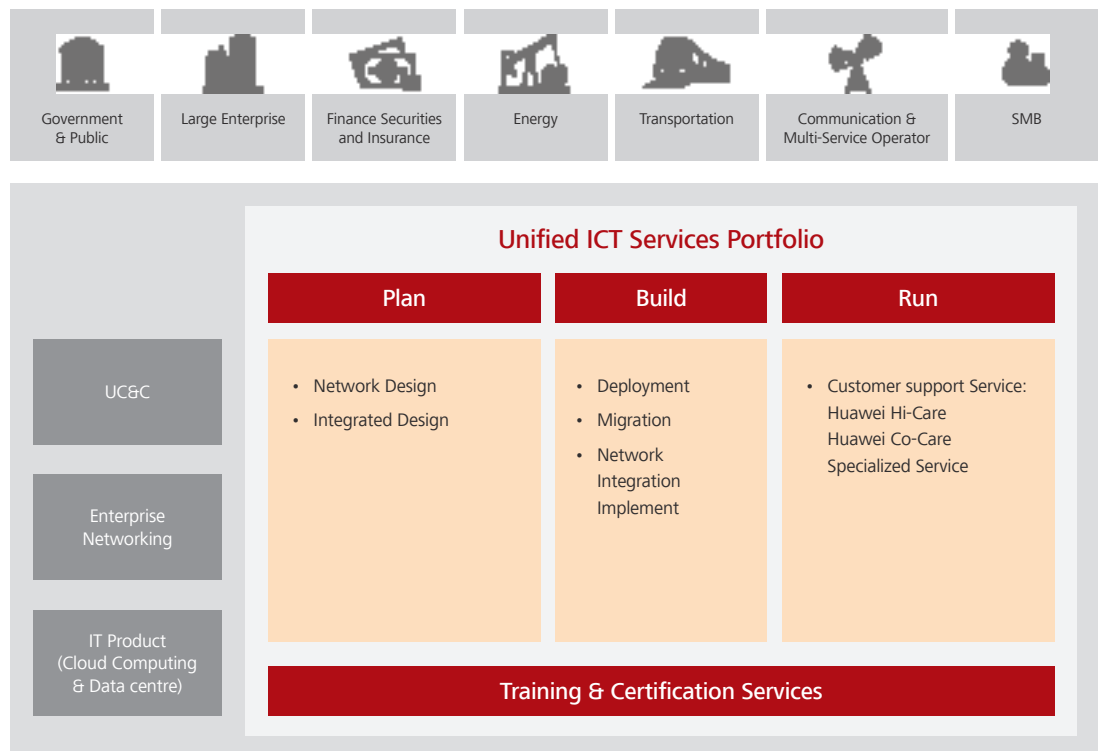
- Customer relationship
- Vertical industry expertise
- Best practices



Huawei Enterprise Service Portfolio

Huawei Enterprise Service takes an approach to service that defines the requisite activities at each phase of whole ICT solution lifecycle. Huawei's unified ICT services are built to standards of the Information Technology Infrastructure Library (ITIL) and other standards-based frameworks, providing the framework and flexibility serve key market sectors. Huawei's lifecycle services approach is a collaborative delivery methodology that joins the forces of Huawei, our skilled business partners, and our customers to achieve outstanding results.

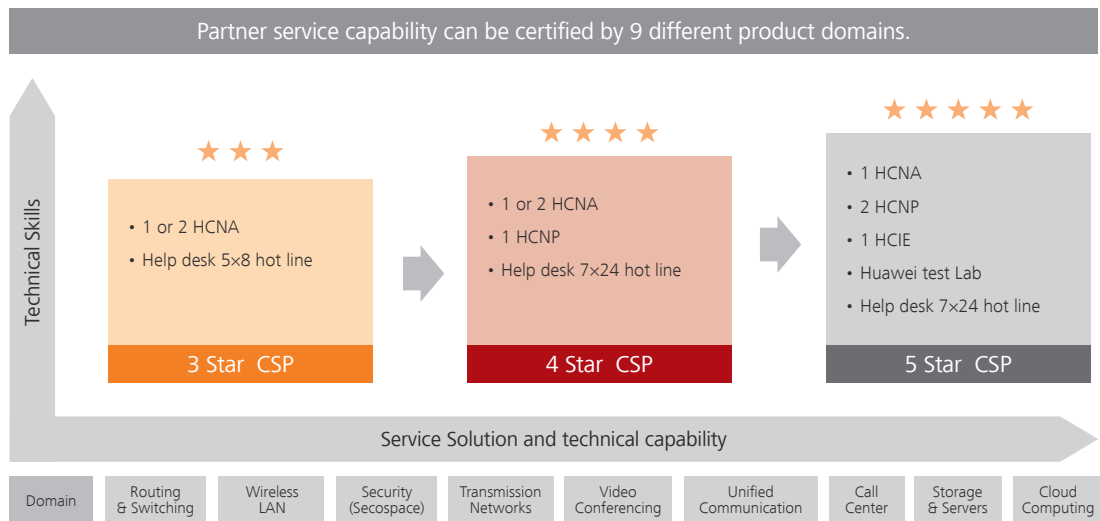
Huawei Enterprise has three service groups – Professional Services, Customer Support Services, and Learning Services – which cover the whole ICT solution lifecycle. As customer and business requirements evolve, Huawei's service solution team will continuously develop services to promote customer satisfaction, profitability and revenue opportunities.



Huawei Services Certification Program (HSCP)

The Huawei Services Certification Program (HSCP) is a program that Huawei provides to channel partners to certify service qualifications, confirm service capabilities and authorize and services sales and delivery as Huawei Certified Service Partners (CSPs).

Partners are encouraged to certify their service capabilities on Unified Networking with – Routing & Switching, Wireless LAN and Security, or with additional product domains to complement and extend their business offering.



HCNA: Huawei Certified Network Associate
 HCNP: Huawei Certified Network Professional
 HCIE: Huawei Certified Internetworking Expert

Huawei CSP certification may vary in different regions.

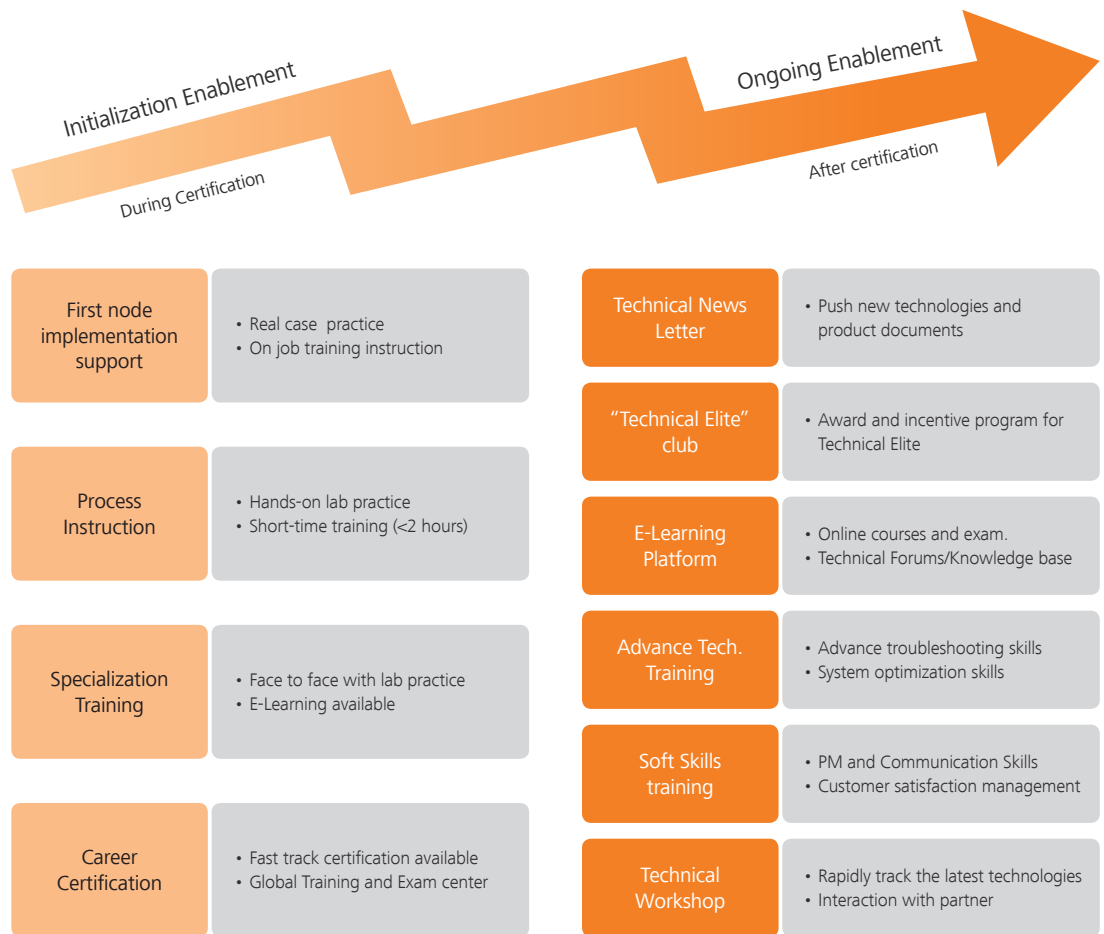
For the details of Huawei Certification Training Programs, please refer to Huawei Enterprise website.



Partner Enablement

Huawei Enterprise Service is committed to grow together with service partners to remain competitive and drive success in the ICT service field. Huawei will continually invest on partner enablement with cost-effective training, affordable certifications, and successful marketing programs.

Huawei Enterprise ICT Solutions. A Better Way.



Partner Support

Huawei Certified Service Partners benefit from

- Hierarchical Training and Certification Support – Training Center
- Technical Expert Support – Technical Assistant Center (TAC)
- Online Platform Support – Support-E
- Online Training Support – E-Learning
- Fast Supply Chain Support – Supply Center
- Contractual Delivery Support – Spare Parts Center

Huawei provides three platforms to support business expansion, through technical support from the Huawei online support center (Support-E), Huawei TACs (Technical Assistant Centers) and through email and telephone. Partners can develop their ICT team with Huawei 44 training centers located around the world and Huawei's E-Learning (an on-line training platform).





LET'S GET STARTED

To learn more about Huawei Enterprise ICT Solutions and our service policies, Please visit us at <http://enterprise.huawei.com/us/partners/>

If you are interested in becoming our service partner, contact your local Huawei account manager or submit an online application form at <http://enterprise.huawei.com/us/partners/channel-partners-application/channel-salepartners-register/> or contact your local Huawei partner managers.

HUAWEI ENTERPRISE ICT SOLUTIONS
A BETTER WAY



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HUAWEI ENTERPRISE USA, INC.

20400 Stevens Creek Blvd.

Suite 200

Cupertino, CA 95014

Telephone: 1 877 9 HUAWEI (1 877.948.2934)

Email: ServiceSolutionTeam@Huawei.com

Version No.: M3-022515-20130315-C-1.1

Website: <http://enterprise.huawei.com/us>