

## Data Sheet

### Professional Services

#### For Bridgewater Systems Customers

Bridgewater Systems offers comprehensive consulting, planning, implementation, and management services for every stage of network development. Professional Services help optimize your network investments, maximize revenue generation, contain costs, and shorten time to market for new and innovative services.

#### For Bridgewater Systems Partners

Partners can extend their existing integration and support services with a new suite of service offerings provided through the Bridgewater Professional Services team.

#### Strategic Consulting

Consulting services assist in filling the gaps in existing IP services and product strategy, or help develop a new mobile data strategy. Bridgewater offers expert analysis to assist in defining requirements, gap analysis, solution selection and implementation, and business process re-engineering and integration.

- Strategy development & requirements definition.
- Gap analysis & solution selection.
- Solution implementation.
- Business process re-engineering and integration.

#### Solution Architecture Design

Solution architecture design services enable development and integration management of Bridgewater products in multi-vendor environments, including standardization of processes to assist in developing best practices and technical statements of work with projected costs and schedules.

- Requirement identification and definition.
- Statement of Work standardization.
- Costs and schedule optimization.

#### Project Management

Project management services ensure proper planning and execution of mission-critical projects by overseeing project scope, schedule, cost, quality, communication, resources, procurement, and risk. In addition, the Professional Services team's extensive experience and knowledge in pinpointing when and where problems typically occur can help reduce or eliminate problems for customers.

- Project scope, schedule, and resource management.
- Risk management.
- Procurement management support.

#### Rapid Deployment

A rapid deployment team has been created to help Service Providers accelerate deployment of IP services, with specialized training, installation, interface development, and prototype support. Our Professional Services team offers complete training for all aspects of our product suite, customized to meet your unique needs. We also offer advanced technical workshops onsite or at our state-of-the-art facilities in Ottawa, Canada.

- Training.
- Installation.
- Interface development.
- Prototype support.

### Custom Development Services

Custom development services leverage Bridgewater Systems experience in customization projects for tier-1 service providers around the world and enable Service Providers to differentiate their services at pace with subscriber demand.

- Administrative interfaces.
- Product development.
- Plug-ins for the Bridgewater® Service Controller and Bridgewater's Subscriber Data Broker™
- Application Programming Interface.

### Co-Managed Services

Customers no longer have to bring the monitoring and service of their mobile personalization products completely in-house. Co-managed services provide deployment management and service provisioning, 24/7 monitoring and support, remote, local, and/or global management, and first- and second-line support for all Bridgewater products.

- Subscriber Data Broker and Service Controller server management
- Service provisioning.
- 24/7 monitoring and support.
- Remote management.
- Local and global management.
- First- and second-line product support.

### About Bridgewater Systems

Bridgewater Systems, the mobile personalization company, enables service providers to efficiently manage and profit from mobile data services, content and commerce. The company's market leading mobile personalization portfolio provides a real-time, unified view of subscribers including entitlements, devices, networks, billing profiles, preferences and context. Anchored by Bridgewater's Subscriber Data Broker™, the portfolio of carrier-grade and standards-based products includes the Bridgewater® Service Controller (AAA), the Bridgewater® Policy Controller (PCRF) and the Bridgewater® Home Subscriber Server (HSS). More than 150 leading service providers including America Movil, Bell Canada, Clearwire, Cox, Hutchison Telecom, Iusacell, Scartel, SmarTone-Vodafone, Sprint, Tata Teleservices, Tatung, Telmex, Telstra, and Verizon Wireless use Bridgewater's solutions to rapidly deliver innovative mobile services to over 150 million subscribers. For more information, visit us at [www.bridgewater.com](http://www.bridgewater.com).

#### Company Headquarters

303 Terry Fox Drive Suite 500  
Ottawa, Ontario  
Canada K2K 3J1  
P: +1 613 591 6655  
F: +1 613 591 6656

#### European Office

Albany House  
324 / 326 Regent Street,  
Suite 404, London,  
United Kingdom W1B 3HH  
P: 44 (0) 118 925 3298  
F: 44 (0) 118 925 3299

#### Asia Pacific Office

Suite 211/250 Pitt Street  
Sydney, NSW, Australia 2000  
P: + 61 2 9283 2313  
F: + 61 2 9283 3738

#### U.S. Office

280 Madison Avenue, Suite 912  
New York, NY  
United States 10016  
P: +1 866 652 0471  
F: +1 613 591 6656