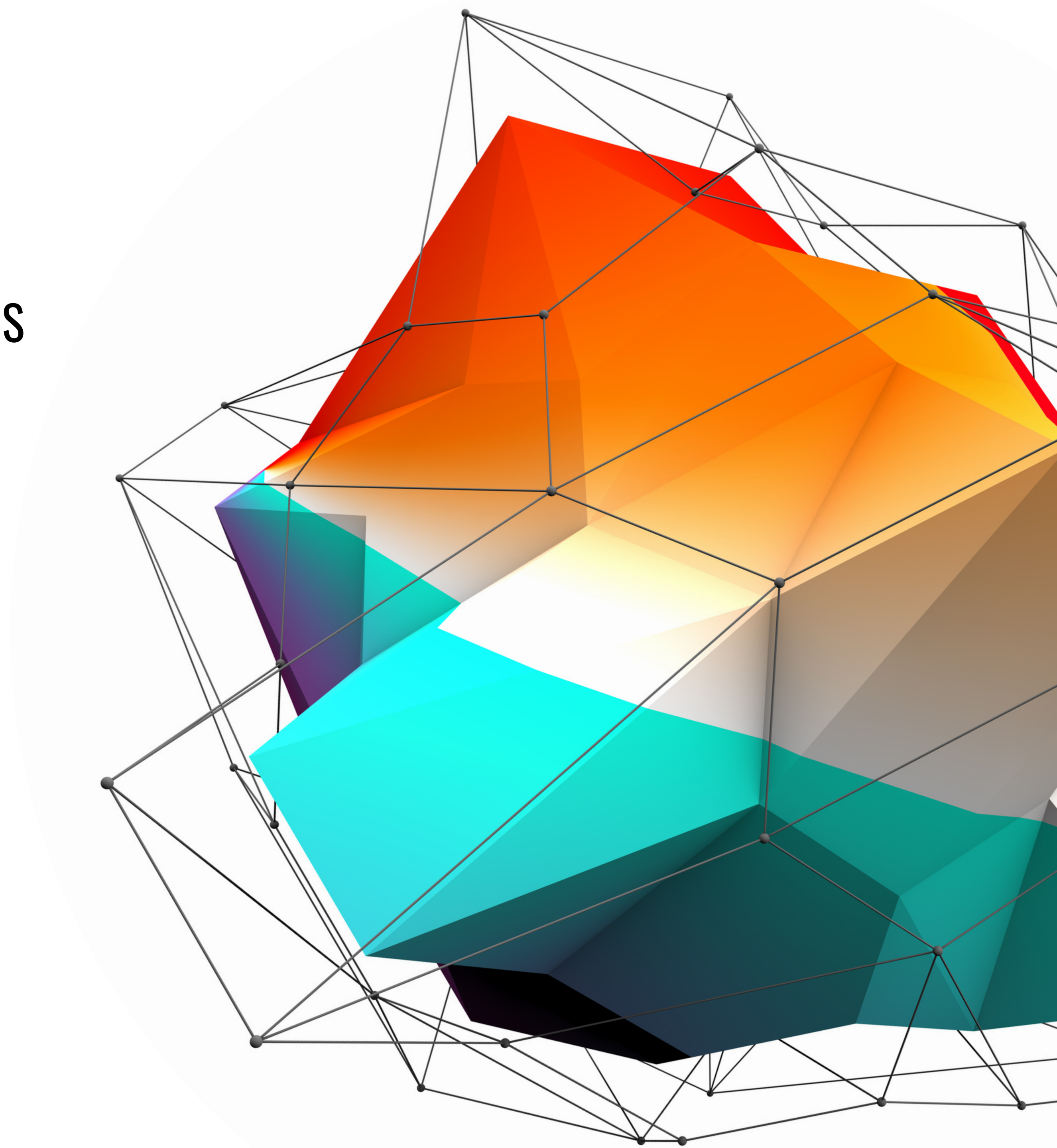


PROFESSIONAL SERVICES ROADMAP TO SUCCESS

DIGITAL TRANSFORMATION SOLUTIONS
FOR SERVICE PROVIDERS

2021

SaskTel 
International



A SASKTEL INTERNATIONAL PUBLICATION

WWW.SASKTELINTERNATIONAL.COM

ABOUT OUR PARENT COMPANY

SaskTel is a Communications Service Provider (CSP) operating in the prairie province of Saskatchewan, Canada, with over 110 years of experience. SaskTel has over \$1.2 billion in annual revenue and approximately 1.35 million customer connections globally including nearly 300,000 FTTP homes passed, 611,000 wireless accesses, 338,000 wireline network accesses, and 283,000 internet accesses. SaskTel owns and operates Saskatchewan's largest network that connects 99% of the population over a vast area of 651,900 square kilometres.

Recognized as a global leader in fiber optics, SaskTel has completed many large-scale and innovative projects over its many decades in business. In 1984, SaskTel completed the world's longest fiber optic system at the time in its home province of Saskatchewan, spanning a distance of 3,268 kilometres and connecting 52 communities. SaskTel continues to lead global trends and collaborated on one of the largest construction projects of the 20th century, the English Channel Tunnel. The English Channel Tunnel is an underwater railway that spans over 50 kilometres and connects England to France. The tunnel is used by passenger trains and freight trains with average traffic of 60,000 passengers a day. SaskTel had a vital role in this project and was responsible for the design, installation, testing, and audit of the entire communications system

\$1.2 BILLION
ANNUAL REVENUE

110+ YEARS
OF EXPERIENCE

300,000
HOMES PASSED

1.35 MILLION
CONNECTIONS

ABOUT US

SaskTel International is a wholly-owned subsidiary of SaskTel. Leveraging resources from SaskTel's pool of highly skilled staff, SaskTel International collaborates with CSPs to develop custom network strategies. Unique to SaskTel International is its ability to manage fiber projects in their entirety from conception to completion. Building on SaskTel's experience, SaskTel International provides leadership for custom designs, engineering, construction, and overall management of the network.

With over 35 years of experience working with fiber, SaskTel International is proud to share this knowledge with clients around the world. In addition to its role in the English Channel Tunnel project, SaskTel International has provided fiber consulting services in several communities.



- Nassau, New Providence, Bahamas
- Port of Spain, Trinidad
- Madhyah Pradesh Province, India
- Seattle, Washington, USA
- Los Angeles, California, USA
- Salt Lake City, Utah, USA
- San Francisco, California, USA
- Atlanta, Georgia, USA
- Morogo, Dar Es Salaam, Dodoma, Tanzania
- Tete, Mozambique
- 550 communities in the Philippines

INDUSTRY FIRSTS

SaskTel is a leading-edge service provider with over 110 years of operating experience including several lessons-learned, development of best practices, successes, and industry firsts. As a consistent early adopter of new telecommunications technologies, SaskTel's history of firsts include:

The first telecom in the world to deploy an end-to-end backhaul fiber network.

The first telecom to deploy a Long Term Evolution (LTE) mobile network in North America.

One of the first in North America to offer IPTV & associated services such as Video-On-Demand & Personal Video Recorder (PVR) capabilities.

Collaboration on one of the largest construction projects of the 20th century, the English Channel Tunnel.

YOUR PROFESSIONAL SERVICES PARTNER

Developing partnerships and reaching out for professional services is becoming fundamental for businesses to continue to grow financially and operate more efficiently in the competitive global environment that exists today. By working together, companies are able to achieve things that they could not have done on their own. SaskTel International (SI) has focused on this partnership model with our clients and that focus has made us more than just a vendor to them. SI makes our client's business our business. It is through this mindset that we have become trusted advisors and strategic partners.



SI completed an operational assessment for Enbridge of their existing network infrastructure tools, processes, and support structures. The goal of this assessment was to identify key areas of improvement that would increase network resiliency and put Enbridge on a path towards high availability of all network services. SI's assessment identified a number of areas for improvement along with suggested next steps for Enbridge to evolve their network operational practice. Enbridge has begun the process of adopting these changes and has seen a number of improvements.

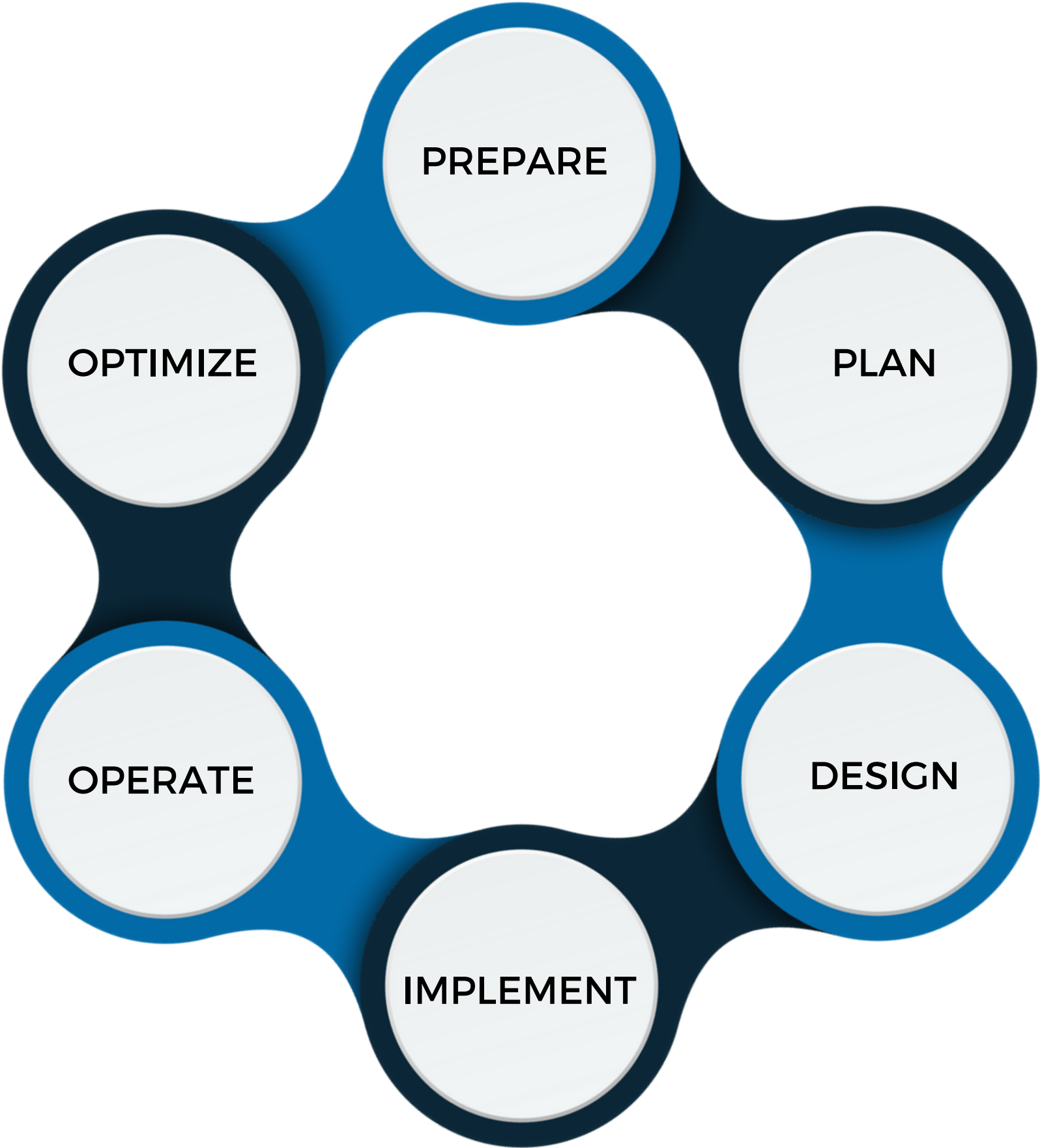
SI PROFESSIONAL SERVICES

SaskTel International provides a wide range of professional services for Communication Service Providers (CSPs), Information Communication Technology (ICT) companies, and a range of other service providers. Along side our customers, we provide strategic planning from concept through deployment working through their business lifecycle to provide advice, prepare ideas, develop a plan, design a solution, implement the solution, monitor operations, and optimize processes. Our qualified resources are not only sourced internally but also from our parent service provider, SaskTel. This translates into an ability to understand the unique challenges of our customers and leverage over a century of insight, expertise, experience, and lessons-learned from someone who has been there before.



LIFECYCLE APPROACH

Based on a combination of best practices from multiple industries including ITIL, PMI, TMForum, and Cisco Systems deployment methodologies, SaskTel International takes a lifecycle approach to all of our customer engagements. The lifecycle is based on the following six key phases: Prepare, Plan, Design, Implement, Operate, and Optimize. When SI is engaged in a project we lead the customer through these key steps for success. However, telecom operators can follow these steps on their own to help deliver successful solutions.



01 PREPARE/ASSESS

SI begins with an Network or Operational Assessment. It is important to understand exactly where your telecom is at in terms of capabilities, technologies and the systems in place to support a pending initiative. This will help determine what you will need to change, improve or invest in to support the desired solution.

For example, SI was hired to provide program management and consulting services to an incumbent telecom in the Caribbean, and the first step SI took was to assess their network and the associated operational processes. This ensures the readiness to support a wireless deployment. SI worked with the client to gather requirements and identify areas of investment and improvement, prior to moving forward with the development of the business case for wireless network.

ALIV's partnership with SI allowed them to meet their obligations in record time. With this approach, ALIV gained access to a team of highly experienced, professional experts who were able to immediately step in to meet the most difficult challenges.

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SI and ALIV formed a strong partnership, launched a new wireless operator in the Bahamas, and succeeded in record time – meeting 99% population. SI was able to successfully soft launch in a mere three months after ALIV won the spectrum license with a commercial launch following three months later. SI provided experience and knowledgeable resources towards the project to help with the technical aspects of operational network design, construction and operation, as well as effectively managing the program of projects to complete the work.

02 PLAN

Once the network requirements, their goals, and the existing infrastructure in use by the company is understood, SI is able to move forward to develop the plan for implementation and deployment. SI works closely with clients to create a gap analysis and identify the steps required to move forward with the new service or technology. SI believes it is critical to employ a team approach that includes key members from the client's teams throughout the planning process. SI is uniquely positioned to assist with these initiatives by bringing forward the expertise of subject matter experts from our parent company, SaskTel. These resources have extensive experience in deploying telecom technologies such as fiber and wireless.

Using previous Caribbean network engagements as an example, SI was able to provide human resources from SaskTel who were involved in SaskTel's own deployment of 4G LTE from the beginning to the end. These resources were embedded on-site, working with the client throughout the lifecycle of the project. The SaskTel resources performed a gap analysis to determine if the incumbent telecom's existing infrastructure was able to support their wireless network goals. Building on the gap analysis and assessment, SI collaborates with the client to create a detailed project plan to help define the tasks, the timeline, costs, responsibilities, and resources required to implement the solution. A key part of the planning involves working with the client to define what success will look like once the initiative is complete. The definition of success will be used in the later phases to measure whether goals were achieved.



03 DESIGN

After the business case and project plan has been approved, SI will engage a team of SaskTel client, and vendor specialists to begin creating the detailed technical design for the proposed deployment. Client involvement on the design team ensures that the detailed design plan meets the business and technical requirements of the initiative. With SaskTel's experience in the industry, SI is able to help identify solutions and select the right vendors and partners to help the company succeed in their initiative. Additionally, SI helps with defining the required business and operational processes needed to support the new service. This design plan acts as the foundation for the implementation activities that will take place afterwards.

04 IMPLEMENT

With the design approved, SI can work with the client, vendors, and solution providers to help manage the project from start to finish. Implementation is conducted based on the defined project plan and design specifications.

The goal of any implementation is to ensure the solution is launched as quickly as possible without causing disruption to existing products and services. This is done by following a rigorous implementation process as well as creating test plans and involving key subject matter experts from both SI and the client.



05 OPERATE

When the implementation is completed, SI can assist clients with ongoing operations of their deployed solution or turn the solution over to the client for operation. During initial operation SI will work with the client to monitor the solution. Monitoring of initial operation is conducted to gather the data needed to analyze performance and ensure the solution is delivering the expected business value. The captured data will be measured against the performance as well as the business goals defined in the planning phase; it will then be used to determine required adjustments during the optimization phase. Gathering the right performance data is important because it will help you determine whether the goals of the initiative were met. This data will also point out any unplanned gaps or issues in the design that weren't previously recognized.

05 OPTIMIZE

Once any new services or technology is rolled out, SaskTel International believes it is important to measure performance against planned results and to be proactive in making adjustments to ensure defined goals are being met. SI helps our clients measure success and build optimization plans that close gaps, adjusting the approach to accommodate for any unexpected changes that develop throughout the project. SI has followed this approach for a number of engagements with customers in the Caribbean, resulting in numerous successful projects.



SI PROFESSIONAL SERVICES



STRATEGIC MANAGEMENT CONSULTING

- Overcome industry challenges and establish new business models;
- Discover new sources of revenue;
- Transition your relationship with your customer from a vendor to a strategic partner;
- Use SI as a trusted adviser who can provide you with options to consider and a plan to move forward.



NETWORK CONSULTING

- Leverage the knowledge of the latest technologies spanning both physical and wireless networks as well as integrated software;
- Optimize and look for new ways of improving your network;
- Plan and learn from someone who has led end-to-end turnkey network deployments and has a history of innovation and industry firsts;
- Focus on establishing a network architecture built precisely to your requirements for capacity, coverage, cost, and quality of service.





OPERATIONAL EFFECTIVENESS

- Analyze existing processes and operations to identify gaps, areas for improvement, and new solutions to transform operations;
- Build strategies to help you optimize for operational excellence;
- Innovate to drive new levels of efficiency into operations;
- Reduce operational expenditures.



MANAGED SERVICES

- Leverage the expertise and experience of a partner that can provide efficiency and economies of scale that may be unattainable to you;
- Find new ways of strategically advancing your business in order to “do more with less”;
- Leverage SaskTel’s established infrastructure instead of investing your own capital;
- Embed new capabilities into your business quickly, simply, and seamlessly;
- Realize benefits associated with quick turn up times and reduced costs.



LET'S WORK TOGETHER

In partnership with SaskTel, SaskTel International works with service providers to provide strategic consulting and insights into developing network solutions. With over a century of experience, SaskTel leverages its subsidiary companies to provide services to companies around the globe.

Alongside our customers, we provide strategic planning from concept through deployment working through their business lifecycle to provide advice, prepare ideas, develop a plan, design a solution, implement the solution, monitor operations, and optimize processes. This translates into an ability to understand the unique challenges of our customers and leverage over a century of insight, expertise, experience, and lessons-learned from someone who has been there before.

If your business is looking for professional network consulting services, SaskTel International can help. We will work with your business to provide a customized roadmap with strategies to help your company's digital transformation .

For more information on how SaskTel International can help your business achieve its strategic network goals **e-mail info@sasktelinternational.com or visit our website at www.sasktelinternational.com.**

