

Expert Services

Who better to deliver professional services platform than the company that built the platform?

Third-party consultants can fill a gap, but they come at a premium—and without the deep product knowledge, and internal access that only a service partner can provide. **Expert Services gives the best of both worlds: hands-on managed services expertise backed by the institutional knowledge that no outside consultancy can replicate.**

Expert Services is a retainer that gives Alianza Core service providers access to a Professional Services Engineer (PSE) for continuous optimization, complex troubleshooting, proactive planning, and strategic advisory. Unlike project-based PS work, it is structured for service providers whose needs are ongoing and fluid, not scoped well in advance.

Three tiers are distinguished by quarterly hour allocations, Professional Services Engineer (PSE) availability, and level of engagement:

1. **Choose Technical Retainer** for a trusted backstop for occasional escalations or specialized technical guidance—without the commitment of a dedicated resource.
2. **Choose Strategic Partnership** if success depends on consistent technical guidance and a deeper understanding of business-specific infrastructure. A named engineering advisor provides continuity across engagements, bringing historical knowledge and context that enables more strategic, efficient decision-making.
3. **Choose Embedded Advisor** to pair a service provider with a dedicated engineer who will proactively optimize the environment, identify opportunities for improvement, and mitigate risks before issues arise—transforming technical support into a strategic advantage.

Package Comparison

Feature	Technical Retainer	Strategic Partnership	Embedded Advisor
Commercial Terms			
Hours Per Quarter*	24	40	60
Price	\$	\$\$	\$\$\$\$
Support Contract Required	No	Yes	Yes
Commitment Term		Annual	
PSE Availability**	Shared	Assigned	Dedicated
Reporting & Reviews			
Quarterly Usage Report A quarterly synopsis of tasks completed, issues resolved, and PS hours utilized.	✓	✓	✓
Quarterly Presentation A PSE will briefly review the Quarterly Report, provide context, and answer questions.	—	✓	✓
Upgrade Planning & Support A platform readiness review of alarm states, log analysis for error patterns, and virtualized infrastructure configuration.	—	Annual	Quarterly
VP+ Executive Meeting A dedicated meeting with an Alianza leader to review the partnership, discuss business results, and plan next steps.	—	—	Annual
Add-Ons			
Platform Audits Capacity, Network, or Security	Add-on	Add-on	Add-on

* Allocations are based on calendar quarters, such as January to March. Unused hours expire at the end of each quarter, which is standard practice for PS retainer engagements. Overage hours are billed at the PS hourly rate or scoped as a separate SOW.

** Coverage Monday–Friday, 9:00 AM–5:00 PM, in the assigned PSE's local time zone. Expert Services is not a support contract, and Alianza does not offer 24/7 or on-call coverage.



Discover Platform Audits

Learn what's included, when it's most valuable, and the insights it delivers.

What Expert Services Works Alongside

Support Contract

Platform bugs, outages, and production incidents are **covered through your Alianza Support contract**, ensuring Expert Services hours stay focused on optimization, planning, and strategic advisory.

Project Work

Net-new integrations and custom development **require a separate statement of work (SOW)**; but retainer hours can be used in planning and design to prepare the groundwork before the project begins.

Migration Resource

There is a separate, purpose-built process for that. Expert Services can support the planning and design phases and execute a hand off to the right place when the time comes.

Tier 1 and Tier 2

Designed to complement service provider support responsibilities to end users, not replace it. Expert Services is the layer above—for the complex, the proactive, and the strategic.

Alianza delivers full-stack, cloud-native communications network services with carrier-grade infrastructure and support to advance network modernization for service providers.

The Alianza Intelligent Communications Fabric empowers service providers to lead in the emerging era of AI-driven voice networks and services. By bridging legacy systems with modern software-defined technologies, we enable providers to simplify operations, innovate faster, and monetize new opportunities in business and consumer voice.



© Alianza 2026. Alianza and associated logo is a trademark of Alianza, Inc. Other names may be trademarks of their respective owners. The content in this document is for informational purposes only and is subject to change by Alianza without notice. Alianza assumes no liability resulting from technical or editorial errors or omissions, or for any damages resulting from the use of this information. 08/2026