



# COMPLEX PROJECTS

ENTRUST provides a comprehensive portfolio of service activities to ensure the viability and long-term success of a customer's project. ENTRUST has developed a "white glove" approach by walking alongside the customer from the initial feasibility study until the project reaches a successful conclusion. Our initial feasibility studies provide a comprehensive analysis of the business case for the client, by developing a detailed overall analysis of costs, revenue, timelines, and ROI estimation. Once the customer has decided to move forward, our Engagement Team is immediately involved to begin project launch execution. This typically entails coordinating with various internal ENTRUST resources, as well as assisting with 3rd party startup and integration, to ensure a smooth project start-up. Typical 3rd party activities include assisting with developing relationships between the customers and construction labor providers, material providers, billing system integrations,

voice services providers, Demand Management providers, Tier 1 support, etc. In many cases, the ENTRUST teams works closely with our customer to develop RFQs for these services when required. Our team can also assist the customer with procuring staffing resources for various roles required for implementing the business and associated processes. In addition, our Network Engineering team provides initial network architecture, Internet Protocol and Dedicated Internet Access procurement assistance, network commissioning and testing for the core and access networks, as well as a managed services offering for providing long-term technical resources for our customers. These activities are crucial to a successful project launch and to reach a milestone for handoff to ENTRUST Project Management for execution. This "white glove" approach has resulted in very healthy relationship-building with customers and has been key to many successful projects with ENTRUST customers over the years.