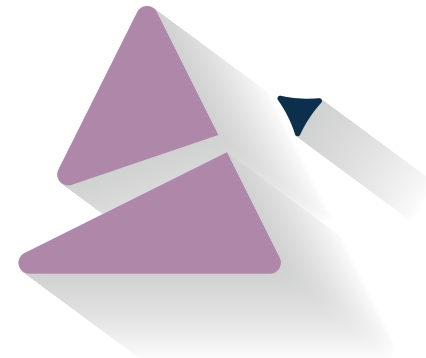
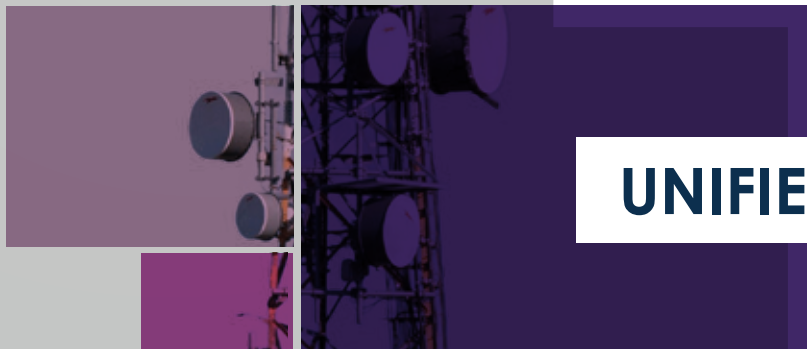




ALEONDA

UNIFIED IT & TELECOM SERVICES CATALOG

THE CENTER OF THE WORLD IS WHEREVER YOU CONNECT

Executive Summary

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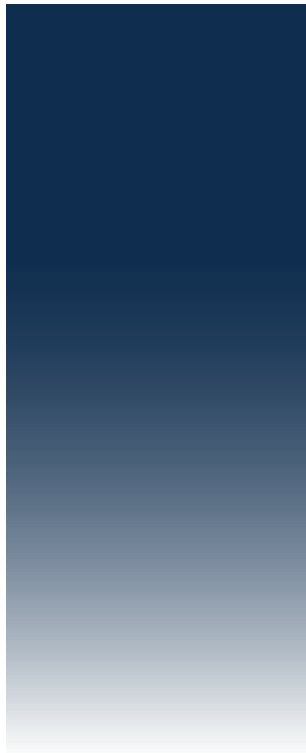
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ALEONDA



Our Story

Growing with Purpose

Aleonda was born from a passion for technology and a vision to transform how networks and IT services are delivered.

From its early steps in Telecom and ICT, Aleonda has grown into a trusted partner covering the full lifecycle from building and modernizing to operating and enabling across RAN, Core, Transport, Cloud & Data, Cyber Resilience, Applications, Unified Communications, and Managed Services.

Like a child growing with care and purpose, we have developed our capabilities step by step, nurturing expertise, and expanding our reach across regions and technologies.

Our approach is vendor-agnostic, multi-region, and results-driven accelerating rollouts, improving quality of service and experience, lowering operational costs, and strengthening resilience.

Today, Aleonda stands as a mature, agile, and committed player, ready to help organizations thrive in a fast-changing digital world







Who We Are ?

Aleonda is a leading provider of Telecom and Enterprise IT solutions, combining deep engineering expertise with a holistic approach to technology, governance, and skills enablement.

We deliver end-to-end services across telecom networks (Radio/RAN, 5G, IMS, IP/MPLS, Optical, FTTx), enterprise IT & cloud (hybrid/multi-cloud, data platforms, cyber resilience, ERP/CRM, Kubernetes), training through our SkillForge Academy, independent testing & validation, advanced automation & observability, and structured delivery & governance.

Operating mainly in EMEA with a global reach, we offer flexible delivery models onsite, remote, or hybrid supported by clear SLAs and strong vendor-neutral partnerships. Our mission: deliver innovative, secure, and scalable solutions that empower organizations to transform and thrive.





Our Added Values

What sets us apart is not just what we do, but the way we do it.

With a strong technology readiness and a multidisciplinary expertise covering a wide range of services, we are able to address complex challenges with agility and precision. Our impressive list of clientele and strategic partnerships with global leaders stand as a testimony of the trust we inspire.

We rely on highly skilled talent, sustained by a strong investment in R&D, which fuels our capacity for innovation. Combined with our local presence, we deliver solutions that achieve the perfect balance between high quality and cost efficiency.

Our unique IDP approach — Brand, Customer, Employee — reflects our self-awareness as an organization that grows not only through technology, but also through people, culture, and values.

This is the foundation of our value proposition: innovation-driven, people-centered, and committed to lasting impact.



Our Principles

1- Integrity : Building trust through consistency between our words and our actions, with respect for every partner.

2- Footprint : Ensuring that every project leaves a lasting mark, both in human relationships and in the technology we deliver.

3- Partnership : Moving forward hand in hand with our clients, turning every project into a shared success and a reference model.

4- Alliance : Placing people at the heart of innovation to give our work a deeper and more authentic meaning.

Why this catalog for Procurement ?

Clear scope blocks you can source standalone or as a turnkey program.

Defined deliverables & acceptance criteria with auditable KPIs and pass/fail matrices.

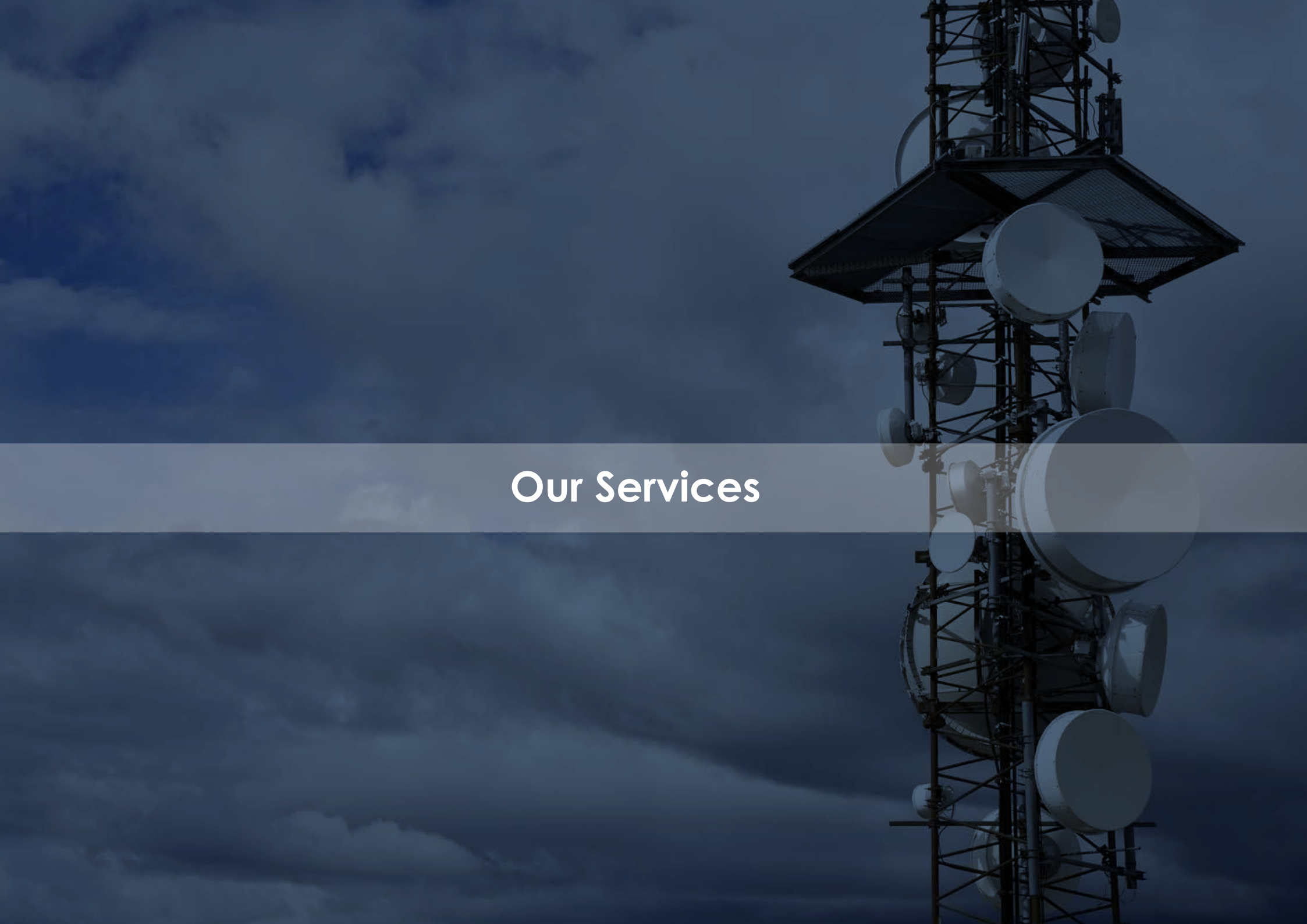
Independent Test & Validation to de-risk deployments and speed approvals.

Multi-vendor, multi-domain alignment (RAN ↔ Core ↔ Transport ↔ IT) with cross-correlation & observability .

Governed delivery with stage-gates, RACI, and compliance evidence.

Flexible commercials (Fixed-Price, T&M, Managed) with SLA tiers and service credits.

Clean transition & exit: knowledge capture, shadow → assist → run, success criteria, and reversibility.

A tall, dark metal telecommunications tower stands against a dramatic, cloudy sky. The tower is densely packed with various pieces of equipment, including several large, white, circular satellite dishes and smaller antennas. The sky is a mix of dark, heavy clouds and lighter, wispy ones, creating a textured background. A semi-transparent horizontal band across the middle of the image contains the text "Our Services".

Our Services

A. Telecommunications Services

A.1 Radio Access Network (2G/3G/4G/5G/NR-NTN)

Scope

- Deployment & integration of RNC/BSC/eNB/gNB/NodeB/RBS across vendors
- SW/HW upgrade & modernization programs
- L2/L3 operational support (incident, RCA, permanent fix)
- Controller KPI health monitoring and availability engineering

Optimization Options

- Parameter template consolidation; basic & advanced feature audits
- Turnkey configuration (layering, CA, mobility, load balancing)
- Fine tuning (clusters, hotspots, transport axes: highways/railways)
- QoS & health monitoring (interference, congestion, low throughput)
Automation for deviation detection/correction and pattern recognition

Outcomes

- Optimized RAN performance and user experience
- Reduced latency/drops; lower MTTR via efficient L2/L3
- Scalable, future ready RAN architecture

Key Deliverables

- HLD/LLD, parameter baselines, feature activation plan
- Cluster tuning reports & post optimization KPI pack
- Operating procedures (L2/L3) and knowledge transfer runbooks

Scope

- Core architecture & design (IMS, CS, EPC/5GC; control/user plane)
- VoLTE, SIP, SBC, STP/DSR, Diameter, interworking validation
- Migrations (legacy switching to NGN), HLR/HSS/SGSN/MSC/MGW/IVR
- Virtual node integration, functional & E2E testing, go live assurance
- IoT onboarding and performance monitoring; live DB (OneNDS, NTHLR)

Operations & Reliability

- Rapid deployment with modular architecture
- QoS uplift (uptime, latency, capacity) and integration risk reduction

Outcomes

- Rapid deployment with modular architecture
- QoS uplift (uptime, latency, capacity) and integration risk reduction

Key Deliverables

- Core HLD/LLD, migration & cutover plan
- Interop & functional test books; E2E VoLTE/IMS acceptance pack
- Runbooks for incident handling and change management

Scope

- Multi layer design (DWDM, OTN, Microwave, SDH/PDH, Ethernet)
- Optical budgeting, resilience, dynamic capacity planning
- Architecture across core/metro/access; GIS assisted fiber planning
- Legacy to IP/MPLS migration; swap projects in live environments
- CM/PM/FM integration; observability dashboards; SLA tracking

Automation & Intelligence

- Cross domain correlation for fault triage & capacity planning
- Metadata driven design flow automation; AI ready stack

Outcomes

- Faster rollout, lower OPEX, improved quality & visibility
- Future proof transport for 5G, edge, and AI workloads

Key Deliverables

- Transport HLD/LLD; optical budgets & BoQs
- Migration & swap playbooks; observability integrations
- Acceptance & SLA reporting pack

B. IT Services

B.1 Cloud Services (AWS/Azure/GCP & Hybrid)

Scope

- Cloud assessment & strategy; secure landing zones
- Workload & data migrations (lift-and-shift, replatform, refactor)
- Networking, identity & security (IAM, Zero Trust), backup & cloud DR
- Managed operations (patching, monitoring, capacity, cost)

Optimization Options

- FinOps & rightsizing, auto-scaling, reservations/commit plans
- IaC (Terraform/ARM/CFN), blue/green & canary deployments
- Security-by-design (CIS, encryption, keys/PKI, secrets mgmt)

Outcomes

- Faster time-to-market, controlled costs, stronger compliance

Key Deliverables

- HLD/LLD, landing zones, IaC baselines, ops playbooks
- Cost optimization & security posture reports

B.2 Data Management & Analytics

Scope

- Data platforms (DW/Lake/Lakehouse), ETL/ELT batch & real-time
- Data quality, governance, MDM, catalog & lineage
- BI & visualization (dashboards, KPIs, self-service)

Optimization Options

- Modeling (Dimensional/Star/Lakehouse), partitioning & performance tuning
- Governance policies, access control, masking & PII protection
- Cross-domain data sharing, data APIs, CDC/streaming

Outcomes

- Decision-making powered by trusted data; reduced data tech-debt

Key Deliverables

- Data models & dictionaries, documented pipelines
- Operational & executive dashboards, usage guides

B.3 Cyber Resilience (Backup/DR, Ransomware Readiness, Compliance)

Scope

- Backup & restore for VMs/DBs/M365/files (on-prem & cloud)
- Business continuity & DR plans (RTO/RPO), regular DR testing
- Immutability, air-gap, segmentation & hardening

Optimization Options

- Protection catalogs by criticality; policy automation
- Ransomware playbooks (detection, containment, rapid recovery)
- Compliance & audit (logs, evidence, legal retention)

Outcomes

- Proven resilience, lower risk exposure, audit-ready compliance

Key Deliverables

- Protection policies, DR runbooks, test & restore reports
- Compliance evidence & resilience dashboards

Scope

- DC design/modernization: compute, storage, network, HCI
- OS/image standardization, patching, monitoring & capacity mgmt
- Infrastructure backup, BCP/DR on-prem & to cloud

Optimization Options

- Consolidation & virtualization, storage tiering, network QoS
- Infra automation (IaC), segmentation & hardening

Outcomes

- Higher availability, lower OPEX, predictable performance

Key Deliverables

- Target architectures, configuration baselines, inventories
- Ops & maintenance runbooks, infra KPI packs

Scope

- Use-case discovery & framing, MLOps (prep/train/deploy)
- AIOps for IT/NOC (anomaly detection, correlation, capacity forecasting)
- Business process automation (RPA/IPA)

Optimization Options

- Industrialized ML pipelines, drift monitoring & retraining
- Feature stores, robustness/bias testing, model governance

Outcomes

- Intelligent automation, augmented decisions, improved QoS

Key Deliverables

- Target architectures, configuration baselines, inventories
- Ops & maintenance runbooks, infra KPI packs

B.6 Unified Communications & Contact Center

Scope

- Voice/collab (Teams/Zoom/etc.), SBC & interop, routing & numbering
- Recording, compliance & archiving; contact centers (voice/chat)
- Usage analytics & QoE, CRM/ITSM integrations

Optimization Options

- Active/passive QoE monitoring, capacity planning, call-flow optimization
- Automated provisioning, retention & security policies

Outcomes

- Frictionless collaboration, measurable CX, higher productivity

Key Deliverables

- UC design, dial plans, admin & end-user guides
- QoE/QoS reports & adoption dashboards

Scope

- Virtualization clusters, Kubernetes/OpenShift, service mesh
- Registry, secrets mgmt, network & security policies for containers
- Observability (logs/metrics/traces), autoscaling & HA

Optimization Options

- GitOps CI/CD, policy-as-code, resource limits & scheduling
- Cost/density optimization, zero-downtime upgrades

Outcomes

- Agility, portability, application resilience, optimized costs

Key Deliverables

- Platform blueprints, IaC baselines, ops playbooks
- Acceptance packs (functional, performance, security)

Scope

- Architecture design, implementation & integration
- Personalization & automation (efficiency/cost)
- Large-scale data/app migrations (integrity guarantees)
- Health assessments & modernization roadmaps
- End-to-end testing (functional, performance, DR)
- Residency (onsite/remote, L2/L3); Support & Maintenance (SRE-style)

Optimization Options

- GitOps CI/CD, policy-as-code, resource limits & scheduling
- Cost/density optimization, zero-downtime upgrades

Outcomes

- Predictable delivery, reduced MTTR, better ops experience

Key Deliverables

- HLD/LLD/SDD, landing zones, IaC baselines
- Runbooks & recovery playbooks, compliance evidence
- Test & acceptance packs, operational dashboards

Scope

- Custom development (web/mobile), ERP/CRM integration
- API/ESB integration, orchestration & BPM
- Interop between IT and business/OSS-BSS systems

Optimization Options

- Microservices & event-driven design, CI/CD, quality gates, APM/observability
- Caching, DB tuning, MVP/MEP & feature flags

Outcomes

- Digitalized processes, faster time-to-change, reduced app tech-debt

Key Deliverables

- HLD/LLD/SDD, interface mapping & integration matrix
- Test books (functional/E2E/perf), deployment packages & guides

Scope

- Process discovery → design → implementation (BPMN 2.0, SOPs, ISO-aligned procedures)
- Solution development (web/mobile/low-code), API-first & integration to OSS/BSS and data platforms
- Automation (workflows, RPA/IPA/DPA), documents & approvals, service catalogs/portals

Optimization Options

- Process mining, KPI instrumentation, conformance checks
- Quality gates; test automation; release health & rollback playbooks

Outcomes

- Measurable cycle-time reduction; higher compliance; improved customer/agent experience

Key Deliverables

- IS target architecture & application map; process catalog & SOPs
- Solution blueprints, API specs, integration matrix; test/acceptance packs
Runbooks & training; governance artifacts (RACI, change logs)



C. Managed Services (NOC | Ops as a Service)

Scope

- Remote/hybrid operations for Networks & IT stacks (RAN/Core/Transport, DC/Cloud, UC/CC, Apps & Data).
- 365×7×24 NOC: monitoring, event/incident, change/release, request fulfillment.
- Readiness & Recovery: runbooks, DR exercises (RTO/RPO), post-incident reviews (RCA).
- Governance by KPI/SLO: availability, MTTR/MTBF, QoE/QoS, change success, capacity & cost.

Operating Model

- L1 Service Desk → L2 NOC → L3 SMEs/SRE (onsite residency optional).
- ITIL-aligned processes: Event, Incident, Problem, Change, Release, Capacity, Availability, Knowledge.
- Tooling integration with your ITSM/CMDB and monitoring/observability stack.
- RACI and Escalation Matrix agreed at onboarding.

Service Tiers (illustrative)

Essential

- Coverage: 5×8 (business hours)
- SLOs: Best-effort restoration; P1 response ≤ 30 min (BH)
- Reporting: Monthly service report (incidents, trends)
- Inclusions: Monitoring, incident handling, scheduled changes

Advanced

- Coverage: 7×24
- SLOs: P1 response ≤ 15 min, P1 restoration target ≤ 4 h; weekly SLO tracking
- Reporting: Weekly SLO review + Monthly executive scorecard
- Inclusions: Proactive health checks, capacity & patch mgmt, quarterly DR drill, named Service Manager

Premium

- Coverage: 7×24 + optional onsite rotations
- SLOs: P1 response ≤ 10 min, P1 restoration target ≤ 2 h; Problem Mgmt with RCA ≤ 5 business days
- Reporting: Daily SLO dashboard + Weekly CAB + Monthly game day
- Inclusions: SRE practices (SLIs/error budgets), automation at scale, continuous improvement backlog

Notes: SLOs are examples; final SLAs are tailored per scope, topology, and vendor mix.

Illustrative SLA/Metric Catalog

- Availability (service/class), MTTR/MTBF, Change success rate, Backup success rate, Patch compliance,
- QoE/QoS (voice/data), Capacity headroom (CPU/RAM/IO/throughput), Alert noise reduction, RCA closure time.

Onboarding & Transition

- Discover → Baseline → Stabilize → Automate → Optimize (90/60/30-day plan).
- Access & security setup, monitoring coverage map, runbook library, comms plan, exit plan.

Reporting & Governance

- **Daily:** live dashboard (incidents, health, capacity).
- **Weekly:** SLO review, change calendar, risk log.
- **Monthly:** service review (KPI trends, cost & capacity), improvement actions.
- **Post-P1/P2:** RCA pack with corrective actions & ownership.

Add-Ons

- Capacity Management & Forecasting
- Security Hardening & Compliance Reporting
- SRE Add-On (SLIs, error budgets, chaos/game days)
- FinOps Governance (cloud cost guardrails, optimization)
- DevOps/Release Automation (CI/CD, blue-green/canary)
- DR-as-a-Service & Backup-as-a-Service
- Observability Enhancements (synthetic tests, AIOps)
- Vendor Management & CAB facilitation

Outcome: predictable operations, faster recovery, fewer incidents, and measurable service quality documented and governed on a cadence your procurement and operations teams can audit.



D. Consulting, PMO & Sourcing Support

Scope

- RFI/RFP/RFQ creation and bidder evaluation with weighted scorecards.
- Business ↔ Technology alignment; production of HLD/LLD/SDD and migration plans.
- Program/Project Management (Agile/Scrum + Stage-Gate), integrated schedule & dependencies.
- Acceptance & Test orchestration: FAT/SAT/UAT (and PAT if applicable), cutover/go-live.
- Economic modeling: TCO/ROI/NPV, scenario analysis; roadmap & modernization planning.

Operating Model

- Governance stack: SteerCo → PMO → Workstreams with RACI and escalation paths.
- Cadence: Daily stand-up, Weekly ops review, Monthly SteerCo; decision & change logs.
- Controls: RAID (Risks/Assumptions/Issues/Dependencies), Change Control Board, compliance checks.

Sourcing Support (Procurement-Facing)

- Market scan, long/short-listing, bidder conference & Q&A management.
- SoW/BoQ validation, compliance matrix, deviations log (exceptions/alternatives).
- Technical clarifications, PoC/Pilot supervision, reference checks.
- Bid normalization (apples-to-apples), BAFO orchestration, negotiation support.
- Contract schedules: SLA/OLA design, service credits, acceptance criteria & exit/transition terms.

Acceptance & Readiness

- Test plans/books, requirements-to-tests traceability matrix.
- Go/No-Go criteria, rollback plans, rehearsed MoP (Method of Procedure).
- Operational readiness: runbooks, training, handover checklists, KPIs in place.

Deliverables (illustrative)

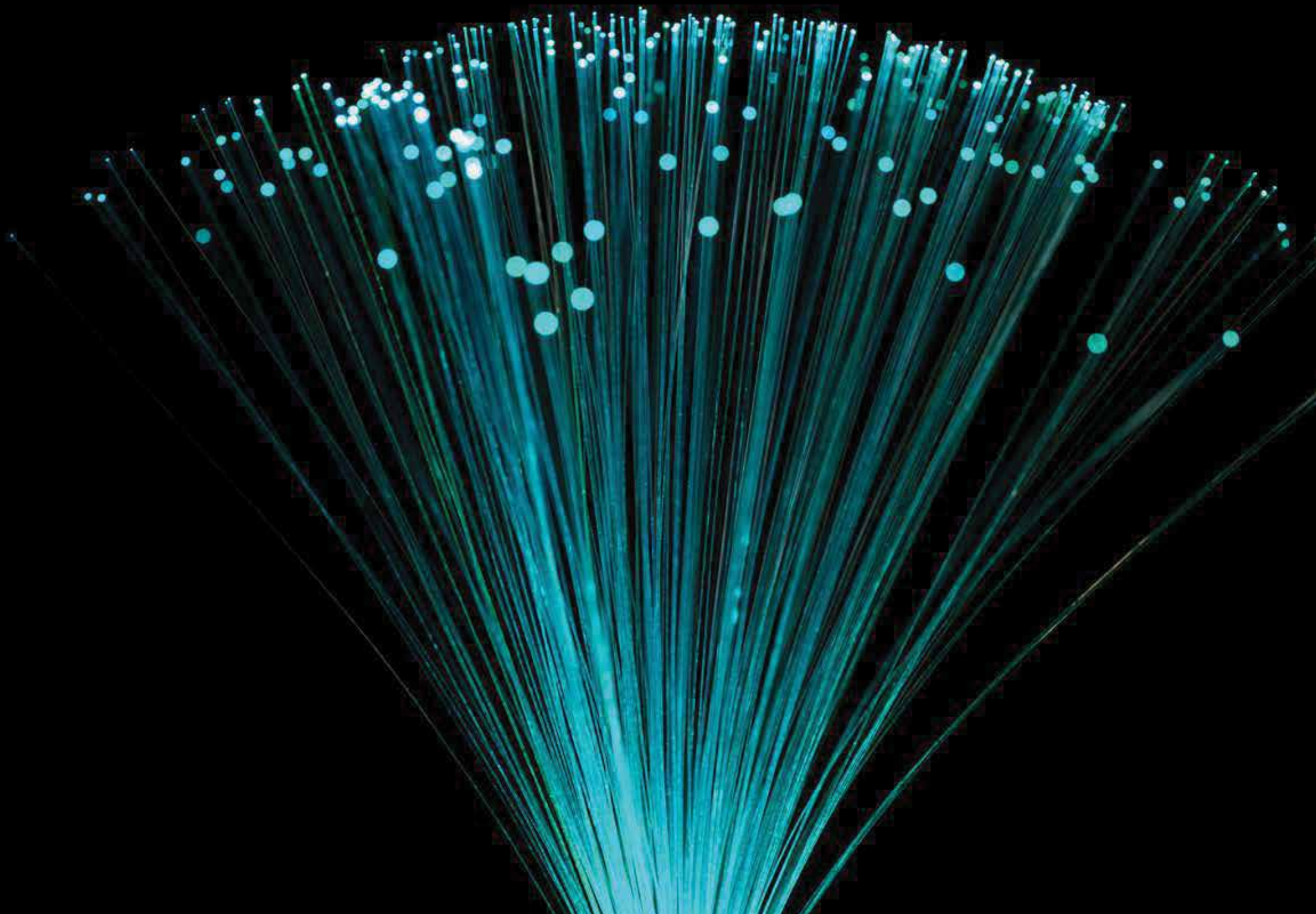
- RFI/RFP pack + scorecards, bidder Q&A log, compliance matrix, evaluation report.
- HLD/LLD/SDD, migration & cutover plan, MoP, risk register, dashboards.
- Master Gantt, resource plan, TCO/ROI/NPV model, business case.
- Acceptance book (FAT/SAT/UAT/PAT), Go-Live report, handover dossier (runbooks, KT records).

Outcomes

- Transparent, auditable sourcing with faster, lower-risk decisions.
- Buildable, testable, operable designs aligned to business goals.
- Predictable delivery and clean handover with measurable value realization.

Engagement Options

- Advisory Sprint (4–2 weeks): options analysis, architecture, business case.
- PMO-as-a-Service: end-to-end delivery governance and reporting.
- RFP-as-a-Service: turnkey sourcing & evaluation through contract close.
- Turnaround PMO: rescue/stabilization of at-risk programs.



E. Test & Validation Services Independent & Vendor-Agnostic

Positioning

Independent test & acceptance services to prove performance, security, compliance, and operational readiness across Telecom and Enterprise IT. We bring the experts, the plans, and an industry-standard lab stack (RF/channel emulation, protocol/load generation, breach-and-attack simulation, UX test automation, AI-workload & fabric emulation, battery/energy benches, ICT/production test). Tooling is selected per scope—no lock-in, no brand disclosure.

Service Blocks

5 7.1G / Open RAN — Device & Network Emulation

- **Scope:** protocol/RF/performance testing for chipsets, UEs, gNBs; O-RAN conformance/interop; channel impairments; 3GPP test cases.
- **Methods & Capabilities:** UE/gNB emulation, fading & multi-path profiles, KPI capture (throughput, BLER, EVM, latency), HO & mobility scenarios.
- **Outcomes:** faster bring-up, fewer field issues, first-pass acceptance.
- **Deliverables:** test book, logs/pcaps, KPI summary, pass/fail matrix, tuning actions

7.2 Network Protocol & Load (Core/Transport & Services)

- Scope: L2/L3 scale & convergence, MPLS/EVPN, DC Ethernet, access/AAA, OTT/VoD/VoIP, multi-play.
- Methods & Capabilities: control-plane simulation, application/load generation, failure & resiliency drills, QoE under peak.
- Outcomes: dimensioning validated, QoE under stress, safe upgrades.
- Deliverables: fabric benchmark, resiliency & failover results, capacity headroom report.

Sample Paths (durations indicative)

- Scope: L2/L3 scale & convergence, MPLS/EVPN, DC Ethernet, access/AAA, OTT/VoD/VoIP, multi-play.
- Methods & Capabilities: control-plane simulation, application/load generation, failure & resiliency drills, QoE under peak.
- Outcomes: dimensioning validated, QoE under stress, safe upgrades.
- Deliverables: fabric benchmark, resiliency & failover results, capacity headroom report.

7.3 Security Effectiveness & Resilience

- Scope: breach/attack simulation, DDoS/malware traffic, zero-trust/SASE validation, VPN/IPsec at scale.
- Methods & Capabilities: threat replay, encrypted traffic at volume, policy efficacy & FP/FN analysis, red/blue exercises.
- Outcomes: measured risk reduction, tuned controls, audit-ready evidence.
- Deliverables: coverage & block-rate, SSL/TLS TPS, hardening plan, compliance dossier.

7.4 AI Data Center & High-Speed Fabrics

- Scope: validate 800/400GE (→1.6T) fabrics, RoCEv2 congestion, PFC/ECN behavior, job completion time under AI workloads.
- Methods & Capabilities: port-scale traffic, microburst analysis, tail-latency, HoL blocking diagnostics, queue occupancy.
- Outcomes: bottleneck isolation, fabric tuning, predictable training throughput.
- Deliverables: tuning report, contention/bottleneck map, JCT & throughput dossier.

7.5 Software Quality @ Scale (Apps, Portals, Care)

- Scope: user-journey coverage, UX KPIs, omni-device regression, digital twin testing.
- Methods & Capabilities: model-based & AI-assisted test generation, end-to-end flows, accessibility & performance checks, CI hooks.
- Outcomes: higher coverage, fewer escapes, faster releases.
- Deliverables: model graphs, coverage %, defect heatmap, release-readiness report.

7.6 Manufacturing & HW Quality (OEM/ODM Partners) — Optional

- Scope: in-circuit testing (ICT) for PCBA, production throughput & coverage improvement.
- Methods & Capabilities: fixture design, coverage analysis, cycle-time optimization, yield tracking.
- Outcomes: yield ↑, escapes ↓, faster NPI.
- Deliverables: fixture plans, coverage reports, cycle-time/yield stats.

7.7 Energy & Battery (EV/UPS/IoT Sites) — Optional

- Scope: cell/module/pack tests (EIS, aging, regenerative cycles); DC power & UPS validation for PoPs/edge sites.
- Methods & Capabilities: high-precision charge/discharge, safety envelopes, degradation modeling, runtime profiling.
- Outcomes: reliable runtime specs, safe charging profiles, clear TCO.
- Deliverables: characterization curves, lifetime estimates, safe-charge playbooks.

7.8 Data-Driven “Intelligent Test” (Semis & Systems) — Optional

- Scope: unify bench/ATE/test-line data with analytics to accelerate debug and reduce cost of test.
- Methods & Capabilities: test data pipelines, anomaly detection, parametric drift, root-cause insights.
- Outcomes: faster debug, lower test cost, better yield.
- Deliverables: analytics dashboards, cost-of-test model, corrective-action plan.

Engagement Models

- Acceptance Accelerator (on-prem or remote lab): purpose-built test plan to sign off scope; reproducible scripts, golden configs, clear pass/fail.
- Lab-as-a-Service / TaaS: orchestrated test campaigns (RF/protocol/security/DC/AI/ICT/energy) with accredited reporting for audits.
- Continuous Validation (CVAL): rolling tests across releases/changes; monthly drift, risk, and regression reports.

What Procurement Gets

- Traceable test books (requirements → test cases → results) and a strict compliance matrix.
- Benchmark dossier with KPIs per domain (e.g., RAN throughput/BLER; fabric tail-latency; block-rate vs. threat set; app coverage %).
- Actionable findings (tuning, hardening, capacity) + retest evidence.
- Sign-off packet for CAB/go-live with pass/fail, residual risks, and rollback conditions.

Example KPI Menu (illustrative)

- RAN/5G: DL/UL throughput, EVM/BLER, HO success, latency under fading.
- Core/Transport: scale & convergence, MPLS FRR, QoE under OTT/VoIP load.
- Security: block-rate, FP-rate, SSL/TLS TPS, IPSec/VPN sessions, policy coverage.
- AI DC: RoCEv2 loss/ECN marks, queue occupancy, tail-latency, job completion time.
- Software: journey coverage %, defect density, time-to-fix, release lead time.

Engagement Models

- Acceptance Accelerator (on-prem or remote lab): purpose-built test plan to sign off scope; reproducible scripts, golden configs, clear pass/fail.
- Lab-as-a-Service / TaaS: orchestrated test campaigns (RF/protocol/security/DC/AI/ICT/energy) with accredited reporting for audits.
- Continuous Validation (CVAL): rolling tests across releases/changes; monthly drift, risk, and regression reports.

Outcome: faster customer acceptance, lower deployment risk, and auditable proof that your solution meets performance, security, and compliance targets—without vendor lock-in or toolchain disclosure.



F. Tooling, Automation & Observability

Scope

Unified telemetry, analytics, and automation across Telecom (RAN/Core/Transport) and IT (DC/Cloud/Apps/Data/Security/UC) to run detect → correlate → decide → auto-remediate → verify against agreed SLO/SLA targets.

Capabilities — Telecom

- Deviation detection & correction for RAN parameter drift and config baselines.
- KPI analytics & anomaly detection: interference, congestion, QoE impact, coverage hotspots.
- Cross-domain correlation: RAN ↔ Core ↔ Transport for faster RCA (handover, signaling, backbone).
- OSS integrations (CM/PM/FM), service dashboards and SLA/OLA scorecards.

Capabilities — IT

- Application Observability: APM, distributed tracing, RUM & synthetic checks (API/browser); release-health and error budgets.
- Infra & Kubernetes: node/pod health, golden signals (latency/traffic/errors/saturation), HPA/VPA status, cluster posture & policy.
- Database & Data Pipelines: query latency, replication lag, freshness SLAs, schema drift, data quality scores and lineage alerts.

- Security Telemetry: SIEM/SOAR ingestion, EDR/XDR events, vulnerability & patch posture, CSPM/CNAPP for cloud, identity anomalies.
- Backup & DR Observability: job success, RPO/RTO compliance, immutability posture, DR drill outcomes & readiness index.
UC & Contact Center: call setup/failures, MOS, capacity & routing health; adoption dashboards.
- FinOps & Cost Guardrails: budget alerts, idle/rightsizing insights, cost-per-service KPIs.
- Compliance & Evidence: CIS/NIST-style baseline drift, audit trails, retention & access reviews.
- Change Intelligence: canary analysis, feature-flag telemetry, progressive delivery with automated rollback.
ITSM/CMDB: service maps, dependency discovery, CI auto-enrichment and risk-based change.

Automation & Control Plane

- Runbook automation & ChatOps for standard changes and safe auto-remediation.
- Policy-as-Code for IaC/app pipelines (pre-deploy checks, drift detection/correction).
- GitOps/CI-CD hooks with verification gates (SLO protect, blast-radius limits).

Integrations

- OSS/BSS, EMS/NMS, ITSM/CMDB, SIEM/SOAR, identity/PKI, logs-metrics-traces (OTel-ready), APM/RUM, data catalogs/lineage, backup/DR platforms, FinOps.

Outcomes

- Lower MTTR, fewer false alarms, higher change success, predictable capacity/costs.
- QoE/QoS uplift (network & apps) and auditable service quality for procurement and operations.
- Strong SRE posture with measurable SLIs/SLOs and continuous improvement.

Deliverables (illustrative)

- Observability reference architecture & coverage map (what's monitored, how, and where).
- SLO catalog with error budgets; NOC/SRE/Executive dashboards and SLA/OLA scorecards.
- Correlation rules, automated runbooks, ChatOps workflows.
- Data observability pack (freshness/quality KPIs, lineage), Backup/DR scorecards, compliance evidence bundle.

Add-Ons

- AIOps accelerator (noise reduction, anomaly & capacity forecasting).
- Cloud Posture & Cost Ops (CSPM + FinOps), DR Drill Automation.
- UC/CC Experience Pack, Zero-Trust Telemetry Pack (identity & micro-seg).

G. Delivery & Governance

Scope

End-to-end delivery governance for Telecom and IT streams, from design to steady-state operations, with auditable quality gates, clear ownership (RACI), and measurable SLO/SLA outcomes.

Operating Model

- Governance stack: SteerCo → PMO → Workstreams (Tech Leads & SMEs).
- RACI & Escalation: defined at kickoff; 7×24 contact tree for P1/P2.
- Methods: Agile (Scrum/Kanban) at team level + Stage-Gate at program level.
- Environments: DEV → SIT → UAT/Pilot → PRE-PROD → PROD (promotion controls).

Quality Gates (Definition of Ready/Done)

Design ✓ Build Integrate Test Pilot Rollout Operate Optimize

At each gate, we validate inputs → activities ↗ outputs ↘ sign-off (Go/No-Go with rollback).

Governance Cadence

- Daily: stand-ups, risk/issue updates (RAID).
- Weekly: delivery review, change calendar, SLO/SLA check.
- Monthly: SteerCo (milestones, risks, financials, decisions).
- Post-Major Events: PIR/RCA with corrective actions and owners.

Artifacts (produced & maintained)

- Design & Build: HLD/LLD/SDD, BoQ/BOM, configs & golden baselines.
- Test & Acceptance: test plans/books, traceability matrix (req → test), acceptance forms, KPI packs.
- Operations: runbooks/SOPs, on-call & escalation matrix, KT logs, SLO/SLA scorecards, dashboards.
- Controls: risk register (RAID), decision & change logs, comms plan, evidence pack for audits.

Security & Compliance (built-in)

- Change Management: CAB, MoP rehearsals, freeze windows, rollback criteria.
- Access Control: RBAC/least privilege, joiners-movers-leavers, secrets management.
- Backup/DR: policies, RPO/RTO mapping, DR drills, immutability posture.
- Compliance Alignment: operator/regulatory policies (e.g., privacy, lawful intercept, data retention), audit trails & retention.

Risk, Issues & Change Control

- RAID tracked continuously with probability/impact & mitigation.
- Change Types: Standard (pre-approved), Normal (CAB), Emergency (E-CAB).
- Impact Assessment: service map/CMDB, blast-radius, back-out plan.

Acceptance & Handover

- FAT/SAT/UAT/PAT coordinated with business owners; Go/No-Go recorded.
- Hypercare: time-boxed post-go-live support with heightened KPIs.
- Handover: training + knowledge transfer (shadow → assist → run), sign-off of SOPs/runbooks and monitoring coverage.

KPIs & Reporting (illustrative)

- Delivery: milestone hit rate, defect escape rate, change success rate.
- Ops: availability, MTTR/MTBF, capacity headroom, QoE/QoS, backup success, DR readiness index.
- Security/Compliance: patch/vuln posture, access review closure, audit findings closure time.

Deliverables (illustrative)

- Program charter, Master Gantt, resource plan, RACI.
- HLD/LLD/SDD, BoQ/BOM, config baselines.
- Test books & acceptance pack, KPI/SLA scorecards, dashboards.
- Runbooks/SOPs, on-call & escalation, KT records.
- RAID & change logs, compliance evidence, Go-Live & PIR reports.



H. Commercial & SLA Models

Commercial Engagement Models

- Time & Materials (T&M) — discovery, advisory, residencies
 - Role/seniority rate card; optional capped T&M / NTE
 - Units of measure: person-day, sprint, workshop, runbook, test pack
- Fixed-Price / Milestone — turnkey deployments & swaps
 - Payments triggered by milestones with signed Definition of Done
 - Variants: per site/cluster bundles; “design-build-operate”
- Managed Services (subscription) — monthly/annual with SLA tiers
 - Volume-based pricing (per site/node/UE/VM/user/Gbps/ticket)
 - True-up/true-down monthly; optional annual indexation

SLA Catalog (illustrative; tailored per scope)

- Availability: Core/DC/Cloud $\geq$ %99.95; RAN/Access $\geq$ %99.5; critical services $\geq$ %99.9
- Incidents (BH = business hours / else 7×24):
 - P1: response $\leq$ 15 min, restoration $\leq$ 4–2 h (by tier)
 - P2: response $\leq$ 30 min, restoration $\leq$ 8 h
 - P3: response $\leq$ 4 h, restoration by next business day
- Problems: initial RCA $\leq$ 2 business days; corrective plan $\leq$ 5 business days
- Changes: $\geq$ %95 change success; 0 P1 caused by standard changes
- QoE/App: Voice MOS $\geq$ 4.0; Web/API ApDex $\geq$ 0.85 (per service targets)
- Backup/DR: success rate $\geq$ %98; RPO $\leq$ 30 min (Tier-1); RTO $\leq$ 2 h
- Capacity: $\geq$ %20 headroom on key resources; $\geq$ 30 days early-warning

Values are examples for scoping/pricing; final SLAs reflect topology, dependencies, and shared responsibilities.

Measurement, Reporting & Service Credits

- Measurement period: monthly (M+1) with documented exclusions
- Reporting: daily dashboard; weekly SLO review; monthly executive service review
- Service credits (illustrative): %10–2 of the monthly fee for the affected service, tiered by breach severity
- Earn-back: up to %50 recoverable via sustained performance (3–2 months) and an agreed improvement plan

Managed Services Tiers (recap)

- Essential — 5×8, best-effort, monthly reporting
- Advanced — 7×24, P15 ≥ 1 min / ≤ 4 h, weekly SLOs, capacity & patch mgmt
- Premium — 7×24 + problem mgmt, P10 ≥ 1 min / ≤ 2 h, daily dashboard, SRE & automation

Assumptions & Dependencies (examples)

- Access to tooling/telemetry/CMDB and client L1/L2 contacts
- Change windows, environments & licenses available
- Active third-party contracts (carriers, vendors) for escalation
- Inventory data and golden baselines validated upfront

Change Control & Commercial Adjustments

- Formal Change Requests (tech/schedule/cost impact)
- Unit catalog available (per site/link/node/VM/test pack/runbook)
- Optional annual indexation / price review (agreed indices)

Transition, Handover & Exit

- 90/60/30 plan: Discover → Baseline → Stabilize → Automate
- Knowledge transfer: shadow → assist → run with autonomy checklist
- Handover: runbooks, access, inventories/CMDB, dashboards, compliance evidence

Exit plan: data/config export, knowledge transfer, asset hand-back; reversibility without penalties beyond actual costs



I. Training & Knowledge Transfer SkillForge Academy

Positioning

A vendor-aligned academy with our own complementary catalog to close market skill gaps. We combine official tracks (e.g., Commvault) with Gap-Bridge modules tailored to operator realities across Telecom and Enterprise IT.

Scope

- Commvault Training Center + extended Telecom/IT curriculum (role-based).
- Project-embedded KT (shadow → assist → run), SOP/runbook handover.
- Blended learning: self-paced, VILT/ILT, onsite bootcamps, labs & game days.
- MSP enablement: technical, service design, marketing & sales playbooks.

Audience & Tracks (role-based, 3 levels)

- **Levels:** Foundation → Practitioner → Expert (with role badges).
- **Telecom:** RAN Optim Engineer, Core IMS/VoLTE Specialist, Transport IP/MPLS Eng, OSS/BSS Integrator, Telco Cloud/K8s Admin.
- **IT:** Commvault Admin (L1/L2/L3), Cloud Ops/FinOps, Data Engineer, SRE/DevOps, UC/Contact Center Admin, Security & DR Lead.

Formats & Methods

- Microlearning + capstones; hands-on lab hours per module.
- Scenario drills (P1/P2 incidents), DR exercises (RTO/RPO), game days.
- Train-the-Trainer for internal scaling; mentoring and office hours.

Gap-Bridge Curriculum (examples)

- Commvault + VMware/K8s: end-to-end backup/restore, immutability, ransomware playbooks.
- RAN↔Core↔Transport Ops: cross-domain troubleshooting & KPI correlation.
- Cloud DR for Telco Workloads: landing zones, runbooks, failover tests.
- Data Governance for NOC: telemetry pipelines, dashboards, SLO reporting.
- FinOps for Ops Leads: cost guardrails, showback/chargeback in hybrid clouds.

MSP Enablement (for your teams/partners)

- Technical: reference architectures, blueprints, SRE practices.
- Service: SLA design, service catalog packaging, SoW templates.
- Go-to-Market: playbooks, battlecards, demo scripts, proposal kits.

Outcomes & Metrics

- Faster time-to-autonomy (TTA) for L1/L2/L3 roles.
- ↑ First-time certification pass rate; ↑ DR test success rate.
- ↓ Escalations/MTTR; ↑ runbook adoption & change success rate.
- Compliance evidence: attendance, labs, exam scores, badges.

Deliverables (illustrative)

- Enablement plan (90/60/30), skills matrix & gap analysis.
- Training records, digital badges, lab guides & KT recordings.
- Runbooks/SOPs, DR playbooks, checklists, role handbooks.
- Dashboards: progress, lab completion, readiness scores.

Sample Paths (durations indicative)

- Commvault Admin L1→L2 (6–4 days): architecture, policies, immutability, restores, reporting; labs 12–8h; exam prep & badge.
- Telco Core IMS/VoLTE (5 days): call flows, SBC/SIP/DIAMETER, QoS, troubleshooting; labs 10h; interop test book.
- Kubernetes for Ops (3 days): cluster ops, backups, policies, observability; labs 8h; GitOps primer.
- SRE for NOC (3–2 days): SLIs/SLOs, error budgets, incident game day; labs 6h; SLO dashboard starter kit.

MSP Enablement (for your teams/partners)

- Technical: reference architectures, blueprints, SRE practices.
- Service: SLA design, service catalog packaging, SoW templates.
- Go-to-Market: playbooks, battlecards, demo scripts, proposal kits.

Engagement Options

- Academy Bootcamp (targeted outcome in 6–2 weeks).
- Academy Subscription (role paths, labs, refreshers, new modules).
- Train-the-Trainer (scale internally with your own instructors).
- Project KT Add-On (embedded with delivery milestones).

Outputs (concise): enablement plan, training records, digital badges, labs — plus runbooks/SOPs and readiness dashboards to prove operational autonomy.

Closing And Vision

We truly believe that technology is not just about systems, but about people, trust, and impact. Let's build tomorrow, together

1. Client References

1.1 Representative Experience (Founders' Track Record)

At Aleonda, we leverage the founders' cumulative experience delivering mission-critical work across Telecom and Energy/Oil & Gas. The references below reflect engagements executed by the founding & leadership team in current and prior roles, available for verification under NDA.

Telecom Operators (Africa & International)

- **Algeria** - Experience across all four operators (network, DC/cloud, security, data resilience).
- **Free Senegal** - Cloud IT modernization initiatives and run-readiness.
- **MTN Cameroon** - Backup, data protection, and service continuity support.
- **Orange Mali** - High-availability, DR planning, and infrastructure hardening.
- **NTT (France)** - Enterprise solutions integration and service quality uplift.
- **Rakuten (Japan)** - Exposure to cloud-native, software-driven telco models.

Energy / Oil & Gas

- **Sonatrach** — Advisory on data governance, backup/DR strategies, and operational resilience for critical platforms.

What we do repeatedly

- **End-to-End Infrastructure Design & Run** (RAN/Core/Transport ↔ DC/Cloud/Apps/Data).
- **Business Continuity & DR** (HA design, failover mechanisms, DR exercises, clean rollback).
- **Backup & Data Protection** (enterprise-grade, cyber-resilient, immutability & recovery testing).
- **Managed Services 7/24** (embedded teams, observability, AIOps, MTTR reduction).
- **Security & Compliance** (hardening, zero-trust, regulatory alignment).

2. Strategic Partnerships & Ecosystem

2.1 Strategic & Delivery Alliances (Selected)

- Commvault - Enterprise backup, cyber-recovery, and business continuity solutions.
- Huawei - Delivery on telecom/IT projects (core, transport, cloud, infra).

2.2 Multi-Vendor Integration Coverage

Our integration scope is intentionally **vendor-agnostic** to avoid lock-in and negotiate best-of-breed stacks. We routinely work across: **HPE, Dell, Microsoft (incl. Hyper-V/Azure), Red Hat, VMware by Broadcom, Cisco**, and cloud services (multi-cloud).

- Proof points: vendor-neutral acceptance (pass/fail criteria), interop labs, clean exit plans embedded in contracts.

Why it matters: Independence by design → better TCO, faster delivery, lower integration risk, and guaranteed **reversibility**.

3. Founders & Leadership

We highlight the founders' senior track record and the depth of the delivery bench.

Smail Lotfi Benhabiles - Founder & Managing Partner (Solutions & Resilience)

2.2 Multi-Vendor Integration Coverage

- Architecte solutions **Telco** ↔ **IT**, spécialiste **backup/DR, cyber-résilience, gouvernance data**.
- Déploiements multi-sites (Commvault, NetBackup, Microsoft/Hyper-V) & programmes DR “testés et mesurés”.
- Approche **outcomes-driven** (RTO/RPO, MTTR, QoS).

Mehdi Hamitouche — Co-Founder (Telecom Data, Core & Privacy)

Expert **Telecom** avec maîtrise des **données clients & abonnés** (CRM/BSS, HLR/HSS/UDM), **KYC** et protection des données.

Core network & services : 2G/3G/4G/5G (EPC/5GC), IMS/SIP/VoLTE/VoWiFi, charging (OCS/CCS), mediation.

Data governance & analytics : subscriber 360, consent management, anonymisation/pseudonymisation, data retention.

Privacy-by-Design & conformité : politiques de conservation, contrôle d'accès, traçabilité, anti-fraude.

Lilia BENNEDDINE — Senior Partner / Advisor (Enterprise Solutions & Alliances)

- **10+ ans** en Project management IT & Enterprise Solutions.
- Secteurs : **énergie, télécom, banque, gouvernement, industrie**. Trilingue (FR/AR/EN).
- Réussites : transformation de marchés sous-performants, alliances stratégiques, grands projets de transformation digitale.





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