

Mentoring Services

ARRIS Global Services

SERVICE BENEFITS:

ARRIS Mentors are at the top of their game with a wealth of industry experience. Many hold advanced degrees and have prior experience both with vendors like ARRIS and with service providers. They are able to draw on their experiences and bring a quality of advice to raise and enhance your existing staff's knowledge and performance.

- **Develop Key Personnel** – Mentors help build the skills and expertise needed in your key personnel.
- **Gain Valuable Advice** – Mentors offer valuable insight into what it takes keep your network – and your key employees – operating at peak performance. They can be a guide and "sounding board" for ideas, helping to decide on the best course of action in difficult situations while avoiding "reinventing the wheel."



SERVICE OVERVIEW:

ARRIS Mentoring Services are intended for key contributors in your organization who you want to develop. ARRIS matches product category expert mentors with your designated mentee. The Mentor is available within normal business hours for expert advice and assistance on current processes, technology planning, day to day challenges, industry best practices and overall technical development in the chosen product category.

There are two programs:

Mentoring Service consists of phone and electronic (e-mail or IM) access.

Personalized Mentoring Service adds availability for on-site sessions.

The typical Mentor will hold an engineering degree and five or more years of industry experience.

Some areas of mentoring may include:

- Systems architecture development and review.
 - Coordinating design requirement reviews.
 - New process development and review.
 - Test data acquisition and evaluation.
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Service Deliverables

At the beginning of the engagement the mentor and mentee will conduct a goal-setting meeting to define the desired areas of skill development. The goal of mentoring is to equip the mentee in a particular technology (e.g. DOCSIS Infrastructure). The Mentor will employ techniques of questioning, strategizing, reviewing comparable case studies and offering feedback on proposed solutions to help the mentee develop the desired skills. Mentoring is provided under one of two programs:

Mentoring Service:

Phone and/or electronic communication between a designated mentee and designated mentor during regular business hours.

Personalized Mentoring Service:

All of the above, plus, the mentor may visit onsite for up to 1 visit of up to four consecutive days per calendar quarter.

Prerequisites

- Customer has a valid Support Contract for the product category covered by the Mentoring Service agreement.

Assumptions

- Inquiries that should be handled under the Support Contract will be referred to ARRIS Technical Support.
- Customer will identify the employee (mentee) to be mentored.
- ARRIS will make every effort to maintain the same mentor/mentee assignment for the duration of the agreement but may change assigned resources, based on availability.

Mentoring Services

To order these services, contact your sales representative.

ORDERING INFORMATION

| Part Number | Description |
|-------------|--|
| 782223 | DOCSIS Infrastructure Mentoring Service |
| 782224 | DOCSIS Infrastructure Personalized Mentoring Service |

Other product category mentoring services available upon request.

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