



Innovation | Collaboration | Evolution | Results

Unified Communications and Contact Center

Applications | Technology Integrations | Solutions | Services

Americas: 877.4.SOFTTEL (877.476.3835) | EMEAR: +44 (0)330 8080 094

<http://www.softel.com>

SOFTTEL Avaya Aura, SBC, and Virtualized Solutions and Services

Every industry has its own challenges when it comes to Unified Communications solution delivery and customer support. Companies want to provide the best experience to ensure outstanding customer satisfaction and attain repeat business. SOFTTEL have the experience in providing full life cycle delivery, support, and services for Avaya solutions in sectors such as Healthcare, Security, Government, and Retail. Our experience in providing solutions, services and integrations across the Avaya landscape have helped many global companies evolve their platform to world class standards.

Avaya Aura Solutions

SOFTTEL provides advanced unified communications and contact center solutions throughout your enterprise. You can integrate and deliver voice, video, data, web communications, applications, and services to your team anywhere whether they're in the office or on the go. A platform that delivers rock solid reliability and remarkable adaptability can support new collaboration capabilities, applications, and customer services immediately. Choose from more than 700 features and an ever expanding, customizable applications portfolio. Count on unrivaled scalability and flexibility to support everything from click-to-dial video conferencing to sophisticated contact center systems in locations from small branches to corporate headquarters. As requirements change and your business grows, continue to expand your communications functionality in ways you never would have imagined.

Avaya Session Border Control (SBC) Solutions

A critical component in delivering SIP based communications is the device that secures your SIP and VoIP connectivity. It's not your firewall. Data network firewalls protect a variety of traffic types, however they are not application aware for SIP based communications. The Avaya Session Border Controller for Enterprise provides a secure interface for SIP trunking and remote worker connectivity. Secure SIP connectivity offers n trunk and client protection, VPN-less remote worker integration, and easy to provision enterprise access management.

Avaya Aura Virtualized Environment

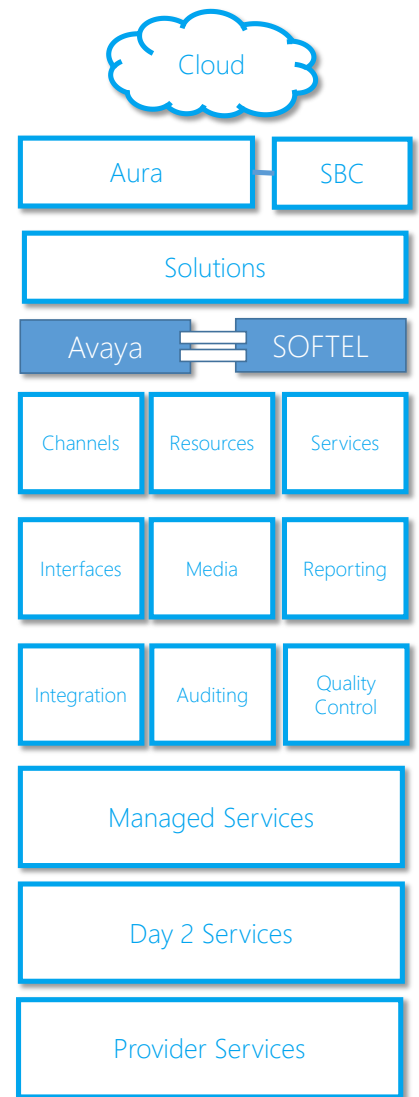
Virtualize your unified communications applications and obtain the same great benefits you've realized from virtual servers. Avaya Aura® applications, the ones that deliver voice, video, data, and mobile collaboration tools are now supported on VMware as virtual appliances. Skip the installation on a network server. Instead, use downloadable, VMware compatible Open Virtual Appliance (OVA) files to integrate full functionality Unified Communications applications on your own hardware and VMware operating systems. Whether you're new to Avaya or looking to update existing Avaya solutions, you can launch the latest collaboration tools in a reliable, flexible, and cost effective deployment.

Avaya Products and Services

Avaya have a feature for every aspect of Unified Communications and contact center operations. The product range is vast and covers contact centers, communications managers, conferencing, messaging, platforms, communicator, desktop and mobile applications, video conferencing, switches, routers, IP Office phones, portals, workforce optimization, performance enters and much more.

Avaya Professional Services

Avaya Professional Services can help you transform your business with communications services ranging from initial planning and design consulting to seamless implementation, integration, and ongoing optimization.



SOFTTEL Avaya Unified Communications Integrations

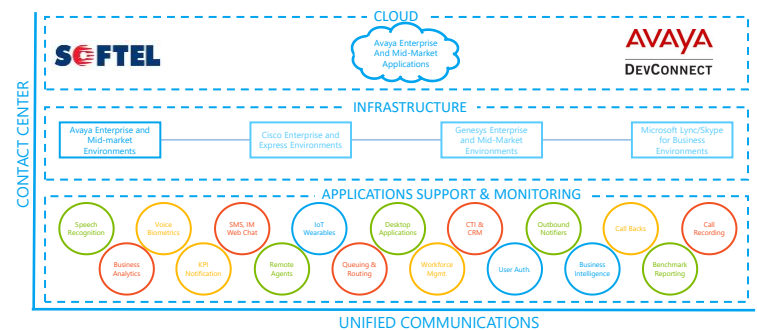
Avaya Development | Implementations | Integrations

SOFTEL's experienced Avaya Systems Integrations Teams provides an all-encompassing approach to delivering integrated Avaya Aura, SBC and UC Solutions from the core component construction, through the technology landscape, including data, networks, protocols, peripherals, external, and internal services. The IoT/Big Data integrations, supplemental solutions, and interoperability with other providers (Cisco, Genesys, Microsoft Skype for Business, etc.) are also available. Combining peripheral services with the core Avaya elements; SOFTEL produces your own clearly defined enterprise deployment.

Delivery	Business Analysis	Technical Design	Development	Test Lab Technical Integration Testing	Business/User Testing	Implementation	Quality Control Post-Launch Support
Methods	Vendor Tools SDK Platform Coding Industry Coding	Agile	Waterfall	Iterations Versioning UML	Unit Tests Source Coding Test Cases	Integration Tests Top Down Bottom Up Black Box	Implementation Adjust Embed
Manage	Implementing & Overseeing the Project Plan	Phase Delivery Planning	Stakeholders Communicate	Quality Assurance & Milestone Planning	Internal & External Resource Planning	Customer & Supplier Liaison	Project Timeline Adherence

Managed Services for Avaya Solutions

SOFTEL's Managed Services Teams provide on-site and remote support for both Day 2 and project governance, through industry standard delivery methods. A specific deliverable or providing day-to-day support for incidents, moves, and changes are supported by SOFTEL's dedicated team managed by a single point of contact (SPOC) for your enterprise. Our management and incident tracking portal for escalates incidents supporting a real-time view of the current status of any open issues providing the transparency and clarity of your operations.



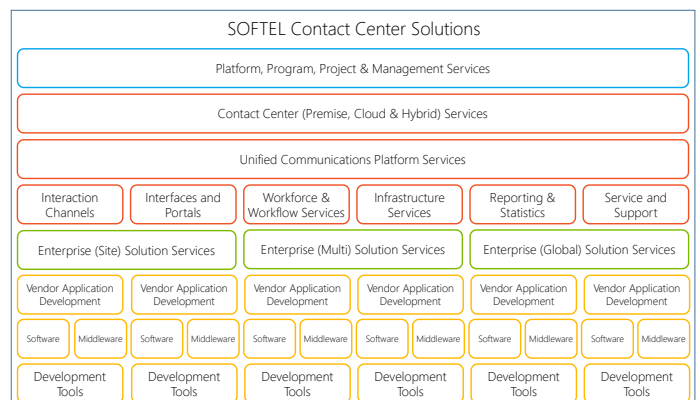
Audit Services for Avaya Solutions

SOFTEL's Technical Audit Services for Avaya solutions are designed to help you to create better solutions. A "top down" approach investigates your current operation and future plans producing a fully formed Audit Report with best practices. Industry standard recommendations are provided with full support. The top-level architecture, through operations and infrastructure, to the operation and resiliency, right down to any recent incidents or issues are evaluated. SOFTEL's pragmatic approach to technical auditing leaves nothing out. It helps you to align your Avaya solutions with any interfacing technologies.



Provider Services for Avaya Solutions

SOFTEL's UC and cloud services for Avaya solutions extend beyond on-site presence, through application development, and integrations. Utilizing a wide-range of skills, experience, and partnerships, SOFTEL's Provider Services extend your capabilities and provide the underlying operational services to drive your goals. Whether Avaya Aura, SBC, or virtualized environments, the SOFTEL approach brings standardization, clarity, and operational excellence to your UC platform.



SOFTEL experts work closely with business enterprises in all aspects of an integrated contact center, across Avaya Aura, SBC, and virtualized solutions from people, technologies, and processes to operations and industry best practices. With a wide range of integration and solution techniques, SOFTEL brings Avaya solutions and services for UC and collaboration and contact center to global clients, working with a wide range of partners, to bring world class solutions.



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