

AVVID® IP Telephony Lifecycle Services

Voice over IP has long held the promise of cost efficiencies as the springboard to more closely connected and productive operations with converged, integrated network technology. NEC Business Network Solutions leverages NetSolve's remote management of IP Telephony to round out a full compliment of lifecycle services to make that promise a reality today.

NEC BNS Lifecycle Services for AVVID® IP Telephony

Experience in voice network installation and support is the foundation of NEC BNS' strength, with a focus of combining the skill sets from voice and data for delivery of the IP Telephony services. From assessment to design, configuration and deployment, integration and maintenance NEC BNS brings over two years of experience and the best processes, partners and services together in a lifecycle approach to be your provider of Cisco AVVID implementation and support.

VoIP Readiness Assessment

This comprehensive service surveys the existing voice infrastructure, local and wide-area network, and IT management and staff resources.

Information Security

NEC BNS' Information Security Solutions combine consulting, assessment and design, deployment, integration, and remote management with leading edge products and applications for your network and data protection.

Integration and Deployment

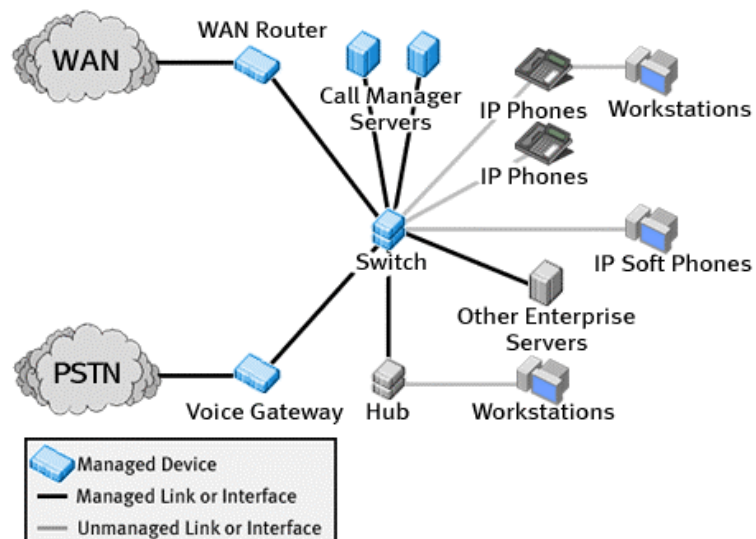
NEC BNS has a proven methodology for service delivery of the Cisco AVVID CallManager solution. Implementation is accomplished using several NEC BNS service specialties, all centrally coordinated with a project-centric focus for accountability and smooth progression.

Support

NEC BNS provides comprehensive and flexible solutions for maintenance and warranty support to keep your operation up and running. In addition, NEC BNS' experts support the applications that keep you connected to customers.

Remote Monitoring and Management of IP Telephony

The service begins with NetSolve's proven LAN and WAN management and adds similar capabilities for call managers, voice gateways and voice trunks. It manages the IP Telephony application across all the routers, switches and servers it touches, whether they are in one building or distributed across the country. ProWatch® for IP Telephony provides what you need to remotely support hundreds or even thousands of IP telephones whether they are desktop PC's or traditional handsets.



Remote Management of IP Telephony

With proven remote network management tools and a Network Management Center (NMC) staffed with certified network and IP Telephony engineers, NetSolve provides what your IT and Telco staff need to ensure the performance and reliability they expect from IP Telephony.

Service deliverables include:

- Management of dialing plans and software configurations
- 24x365 monitoring of the distributed IP Telephony application and hardware
- Fault notification, isolation, and resolution
- Device and port inventory management
- Utilization and performance exception reports
- Software maintenance and configurations archival
- Add, delete and configuration assistance

Information Management

A complete database of your network information is maintained and available through ProWatch Exchange®. NetSolve also archives the configurations for each managed switch and router nightly making them immediately available for rapid recovery.

Proactive Monitoring and Notification 24x365

NetSolve's patented network management system polls each IP device and managed interface at 90-second intervals. When a problem is detected with a managed IP Telephony device or interface, a trouble ticket is opened in NetSolve's NMC, and an isolation process begins using in-band and out-of-band diagnostic channels while you are quickly notified.

Fault Isolation and Resolution

Once the troubleshooting process begins, the NMC owns the problem through resolution. Providing timely fault resolution is the key to NetSolve's service guarantee.

Configuration Management

NetSolve constantly monitors and manages device configurations for optimal network performance. NetSolve will also recommend, and when authorized, perform periodic device software upgrades.

Ongoing Performance Analysis

NetSolve's certified engineers provide network recommendations based on analysis of utilization and error exception reports. These recommendations focus on improving availability and the performance of your IP Telephony application. All performance analysis and recommendations can be accessed via ProWatch Exchange.

Real-time Web Access

With ProWatch Exchange, you feel confident that your network is being managed while still maintaining control. ProWatch Exchange provides you with a detailed view of lifecycle network operations management - from tracking site installation to viewing real-time network operations. The Active Map feature enables you to view real-time status of your network and view detailed trouble ticket information. Network inventory plus detailed monthly and on-demand reports keep you informed.

NEC BNS and NetSolve, Lifecycle AVVID Solutions

Uninterrupted dial tone, reliable service, flexibility and support – these are all attributes you associate with voice communication be it traditional circuit switched or voice over IP. This is exactly what you get when you choose NEC BNS and NetSolve as your partners for Cisco AVVID solutions.

NEC BNS

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Service Guarantee

ProWatch services are backed by an industry-leading customer satisfaction guarantee. If in any month you are not satisfied with NetSolve's ProWatch services, you will receive a refund up to 100% of the management fee for that month.



To find out more about NEC BNS AVVID solutions, contact your local sales representative, call 877-4NECBNS, or visit us on the web at www.necbns.com