

INSIGHTS FOR CORE TELEPHONY

Pop quiz:

1. *How well do you track trunking capacity utilization?*
2. *Are hardware and software assets accounted for?*
3. *Is your configuration regularly documented and backed up?*
4. *Is it secure?*

Updating what you know about your communications environment can be a time-consuming project, and often a lower priority than new projects and daily responsibilities. If monitoring and upkeep of your environment is lagging behind, you're not alone! The answer is not to work harder; it's smarter to engage a professional.

Insight Services from SPS provide powerful information at your fingertips — information you can use to assess, plan and maintain your Avaya/Nortel core systems. This powerful SPS Insight Services toolset enables you to efficiently track and manage your communication system and infrastructure — so you can make the most of what you have, minimize unnecessary purchases, and proactively assure maximum system performance.

These services focus on the major areas of enterprise communication management: Inventory, Configuration, Performance, Security, and Backup. SPS engineering experts use specialized system tools and partner with you to improve services, reduce overall costs, ensure system security, and develop a vision and roadmap for future development.

With Insight Services, SPS provides expert engineering services and partners with you to effectively plan for system utilization, disaster recovery, and system security.



Insight Services

Insight Services provide the information you need to resolve problems, with peace of mind that critical upkeep tasks are cared for. Insight Services provide the up-to-date information needed to optimize past investments, protect existing assets, and reduce future expenses. All reports include charts, graphics and specific recommendations to facilitate understanding — all accessed via a secure online portal.

TRAFFIC STUDY

Is your organization over- or under-trunked? A Traffic Study will help you make informed decisions about your communications infrastructure, based on trends in system utilization. The study includes IP bandwidth analyses and recommendations for Voice Over IP (VoIP) migration.

- / Professional, easy-to-use reports focus on optimizing system performance.
- / Easy setup for quick report delivery.
- / Identifies causation and trends in the data.
- / Reports highlight potential concerns, with clear and specific recommendations.

Align trunking resources and facilities with current traffic patterns. Detailed analysis and user-friendly recommendations ensure you get the most from your communication spend.

SITE SURVEY

Manual surveys consume time and resources, but Site Survey quickly gathers factual information for a detailed, clearly-organized inventory of your telephony environment.

- / Inventory includes installed PBX and IP hardware, firmware, software, card type and vintage, patches, key codes, serial numbers and security IDs.
- / Verified port count helps ensure accurate maintenance charges.
- / Port count cross-check includes breakouts for TDM, phantom and virtual ports.
- / Includes common core and peripheral equipment, and rack-face cabinet maps.
- / Includes custom End of Life Analysis.

Site Survey can provide this valuable information, covering your entire installed base, in just two hours — while identifying potential service issues before they affect your business. Easily manage assets across your locations without taxing your technical staff!

*It's not enough to know what you have.
Know how it's put together.*

SOURCE BOOK

How is your PBX configured? Source Book remotely interrogates and collects software data for a complete record of PBX programming. More than a “data dump”, Source Book is a powerful administrative tool.

- / Action Item report highlights programming conflicts, capacity planning and upgrades.
- / Recorded programming includes configurations — down to the buttons on individual phones.
- / Provides detailed equipment maps and switch-room reference manual.
- / Available at multiple locations via secure online portal.
- / Control data-collection activity with flexible scheduling.

With more than 30 reports ranging from IP & TDM stations to complete rack layouts, Source Book delivers complete configuration documentation — detailing port availability and key programming in an easy-to-understand format.

DATA BACKUP

SPS uses a sophisticated data-collection process, requiring no downtime and minimal staff oversight. Backup files are available as needed through an encrypted and password-protected remote portal.

- / Restore service in minutes with 24x7 structured data retrieval process.
- / Data is secure on an encrypted, password-protected online portal
- / Provides a unified approach to backing up multi-site networks.
- / Flexible scheduling gives you control over backup intervals.

Data Backup provides enterprise-wide disaster recovery with minimal cost or interruption. And your PBX configuration can be restored in the time it takes to breathe a sigh of relief.

SECURITY AUDIT

External hackers use tools ranging from password-stealing software to automated dialers designed to circumvent common security measures. Protect your communications resources from hackers and unauthorized use. Security Audit is a consultative, in-depth analysis of PBX programming. User-friendly recommendations improve security and ensure compliance with best practices for database security.

- / More than 85 separate analyses clearly identify weak spots and “holes” in your system.
- / User-friendly language provides corrective actions and remediation plans.
- / Remote data collection and analysis minimizes operational disruption.

Secure your communications system administration to keep proprietary information protected.

TECHNICAL GUIDANCE

As your trusted partner, SPS ensures that you realize the value of Insight Services. SPS engineers analyze reports, then schedule periodic consultations to review the data with you. This combination of data and expertise empowers you to effectively manage your communications infrastructure — while minimizing the time it takes!

*It's smarter to
engage the pros.*

SPS TotalCare Approach

SPS places your needs at the heart of everything we do — to deliver results that make a real impact on your business. Our TotalCare approach continuously aligns information, competencies and tools through a proven process that makes technology work for your benefit. This approach includes long-view strategic road-mapping and on-going solution assurance.

With the SPS TotalCare Approach, we set the expectations up front and consistently deliver on our promises.



Insight Services address the following ITIL offer mapping:

- / **Service Transition:** Service Asset and Configuration Management
- / **Service Design:** Service Continuity Management
- / **Service Design:** Capacity Management
- / **Continual Service Improvement:** Service Measurement and Reporting

Your timeline. Your budget. Your business goals

SPS SUPPORTS YOU at EVERY STEP.

To learn more, contact SPS today at www.spscom.com or call 888-777-7280.

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Strategic Products and Services

300 Littleton Road
Parsippany, NJ 07054

888.777.7280

www.spscom.com

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