

Introducing ConvergeOne Vision

One Source for Comprehensive 24x7 Monitoring and Support for Your Converged IP Communications Network

There's no question that converged IP communications solutions can provide some exciting benefits, opportunities for cost reduction, and new flexibilities for your business. However, these solutions also create some unique management challenges. Unlike legacy telephony and video systems, today's converged IP communication systems are typically implemented using technology from multiple vendors and leverage a shared corporate network infrastructure rather than a single hardware platform.

Until now, most management tools have lacked the capability to effectively manage across manufacturer boundaries and can be expensive to acquire and maintain. In addition, converged IP technologies require new skills that your business may not have, requiring costly and time-consuming training.

The Single-Vendor Solution: ConvergeOne Vision

ConvergeOne vision As part of the ConvergeOne family of companies, NACR helps your business conquer all of these challenges with **ConvergeOne Vision** — the comprehensive 24x7 network monitoring and support service created by ConvergeOne to effectively manage voice, video, and data in a single converged IP environment.

With NACR and **ConvergeOne Vision**, you get a complete view of your converged IP solution across your entire enterprise, regardless of manufacturer. Taking a proactive approach to network management, NACR establishes key metrics to be monitored so that you know about changes to network performance before they affect your users and your business. In the event of a difficulty, expert engineers and tools — including all

the technical resources of the ConvergeOne Network Operations Center — enable quick trouble resolution and root cause analysis.

Best of all, you have the peace of mind that comes from knowing your total converged IP solution is monitored and supported all day, every day, by a single vendor, for maximum performance.

Features That Enable High-Quality, Consistent Communications

ConvergeOne Vision provides the high-quality, consistent communications experience that your users and your business need to be successful. This comprehensive, all-in-one service provides:

- Support for voice, video, and data
- Support for multiple manufacturers, such as Avaya, Cisco, Extreme, and Juniper
- Support for multiple collection methods, such as SNMP, SAT, ICMP, Syslog, and RTCP
- 24x7 proactive performance monitoring
- 24x7 remote support from a team of highly skilled engineers
- SLAs with key metrics for network performance
- Real-time QoS monitoring
- Real-time and historical performance views
- Flexible alarm and event notification
- Root cause analysis
- Performance and key metric dashboard
- Reporting and analysis
- Network assessment and capacity planning
- Secure, VPN-less, firewall friendly connection to the ConvergeOne NOC

Introducing ConvergeOne Vision

ConVergeOne vision The standard comprehensive **ConvergeOne Vision** service can be customized if needed to meet specific, additional requirements.

Communications Benefits That You Expect and Deserve

ConvergeOne Vision is designed to protect your investments in converged IP technologies and ensure that your business gains the communications benefits you expect and deserve. With **ConvergeOne Vision**, you get:

- Peace of mind from knowing your converged IP solution is performing and expertly supported 24x7
- Proactive notification of performance issues before they impact your business
- Maximum application performance and user experience
- Minimized costly downtime
- Elimination of potential finger pointing between vendors
- Reduction of staff and skills required to support your network — so your staff can focus on your business, not your technology
- Elimination of capital expenditures and maintenance requirements on multiple network management solutions
- Insurance that you have the capacity for growth
- Performance reporting and views across your entire infrastructure
- Ability to manage one vendor instead of many
- Assurance that all applications and services are meeting promised SLAs

To learn more about how **ConvergeOne Vision** can help your business realize the greatest benefits from your network investments, contact an NACR representative or visit www.nacr.com.

About ConvergeOne, LLC, and NACR

ConvergeOne (www.converge-one.com) is a leading Value Added Solutions Provider in the converged IP communications market, offering a combination of national reach, in-depth technical expertise, total solution focus, and hands-on service. The ConvergeOne companies — North American Communications Resource, Inc. (www.nacr.com), Combest (www.combest.com), and S1 IT Solutions (www.chooses1.com) — provide a one-stop destination for comprehensive communications solutions and a growing portfolio of expert services, to support the latest technologies and the evolving communications needs of today's businesses.