

Converged IP Communications Best Practices

Optimizing Your Communication Manager Network

For many businesses, Avaya Communication Manager has the power to simplify communications networks, reduce costs, and deliver voice, video, messaging, presence, Web applications, and other productivity enhancing services to employees anywhere. With the capability to establish Network Regions, the solution enables a business to optimize its architecture for connecting users and deploying applications and systems over multiple locations.

But as businesses evolve and new sites and users are added, the task of updating the Network Regions and making the most of these design tools is often overlooked. In addition, new releases of Communication Manager offer enhanced design functionality — providing opportunities to fine-tune and further optimize converged IP communications networks.

To help your business take full advantage of the network compatibility technologies in Avaya Communication Manager, NACR offers two professional services created especially for this solution: **NACR Network Region Survey** and **IP Translations Optimization**.

Offer 1:

NACR Network Region Survey

This service is designed to help you visualize your current design and relate it to your data network topology. An expert NACR convergence engineer will use custom-designed tools to extract Communication Manager data and map it to a Visio diagram representing your existing Network Region design. The engineer will then assist you in comparing the diagram with your actual data network topology — identifying any anomalies and areas that need to be updated.

With this up-to-date analysis in hand, you'll have the information you need to update your Network Region design settings to bring them in line with your network strategy. Or if you prefer, just have NACR create a custom-redesign plan to help you optimize your network.

Offer 2:

IP Translations Optimization

This is the next step in enhancing the value of your network. Here, an NACR convergence expert will compare your current network design with your growth plans and system performance goals, and create a customized redesign plan to support your long-term strategies.

The NACR convergence expert will gather the details of your Network Regions and all of the associated settings — topology, codecs, timers, CAC/IGAR, Alternate Gatekeeper Lists, and more. The resulting report will present the existing configuration plus specific recommendations to optimize the performance of your converged IP communications network. Then, using standard Communication Manager administration capabilities, you or NACR can implement IP translations and other recommended changes to better leverage your infrastructure for optimum QoS performance, maximum productivity, operational efficiency, and cost effectiveness — today and tomorrow.

PROFESSIONAL SERVICE

Converged IP Communications Best Practices

If your business has:

- added locations over time,
- upgraded to a new release of Communication Manager,
- done any kind of network overhaul,
- experienced a change in call patterns or volumes,
- planned an upcoming new site implementation,

then these specialized professional services from NACR can help you make the most of your converged IP communications network.

The Benefits to Your Network — and Your Business

With the help of the NACR team and its professional services for Avaya Communication Manager, you'll be able to optimize usage and performance across your network, so in turn your organization will be better positioned for:

- Growth and new applications, particularly those that rely on SIP
- Predictable and effective failover processes in the event of a disruption anywhere in the network
- Effective use of WAN bandwidth to ensure that traffic is prioritized properly for toll quality voice
- The best use of IP endpoints to ensure that resources are utilized appropriately and efficiently

The Unmatched Qualifications of NACR

NACR has all of the field experience, technical expertise, and end-to-end support capabilities you need to help evolve your converged IP communications solution as your business changes and grows. NACR's team of dedicated convergence experts holds an impressive list of industry-recognized certifications, including Microsoft, Cisco, Avaya, Extreme, and Juniper — supporting a comprehensive array of professional services for simplifying, consolidating, and managing your multivendor network for the long term.

To learn more about how NACR can help your business take full advantage of Avaya Communication Manager and its network optimization tools, contact your NACR National Account Manager today or visit nacr.com.