

NACR Convergence Team

The people who know communications®

VOICE OVER IP - IMPLEMENTATION

Quality Assurance Review NACR's Quality Assurance Review will determine, in advance, if your existing data network can deliver satisfactory audio quality when transporting VoIP. The QAR includes an evaluation of the existing (or planned) data network, recommendations for data network setup that follow best practices for a VoIP implementation, voice insertion for measurable audio quality results and final documentation filed with Avaya for maintenance purposes.

VoIP Implementation NACR Convergence Engineers can be contracted to develop a QoS and VLAN strategy and actually configure the network devices to support VoIP.

VoIP Network Analysis In order to support a successful IP Telephony deployment, a data network must prioritize and dependably deliver all the signaling traffic related to the Business Telephony application. This analysis reviews the data network for its ability to successfully deliver the highly sensitive data traffic.

VoIP Troubleshooting Data/Converged networks operate in volatile conditions which can negatively impact the IP Telephony application after implementation. NACR's Convergence Engineers deploy a variety of data network and Avaya Communication Manager-related tools to isolate and correct network conditions that degrade the IP Telephony application.

Converged Network Monitoring NACR Engineers gather and review VoIP-affecting network statistics to assist the customer in maintaining a quality application.

VOICE OVER IP – TRAINING

Introduction to VoIP The goal of this course is to introduce all members of the IT project team, comprised of both Voice and Data professionals, to the concepts of VoIP. Topics include:

- Avaya VoIP Architecture and strategies
- Avaya data elements through the OSI model
- The integration of Avaya components into data networks
- Best practices for setting up Cisco data network, including QoS.
- The role the data components play in the VoIP application
- Hands-on experience

VoIP Deployment: On-going Support The goal of this course is to familiarize customers with the tools available from Avaya Communication Manager, free on the internet and for purchase that can gather the data you need to monitor and manage your VoIP deployment.

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AVAYA COMMUNICATION MANAGER

IP Telephony Best Practices Consult with customer to determine effective network region strategies, Alternate Gatekeeper Lists, Failover strategies/timers, network mapping, etc.

Disaster Recovery Develop and deploy LSP and ESS backup server strategy. Test failover operation.

Integrated Management Suite Install and train customer on the use of this set of management tools.

Converged Network Analyzer Install and train customer on the use of this network monitoring tool.

DATA NETWORK

Data Network Design Consult with customer to design a data network topology for their LAN and WAN environment.

Data Network Analysis Analyze customer's data network by application for usage, trouble spots, etc.

Data Network Management Assist customer with data network configuration changes, both day-to-day MAC and project-oriented.

Network Construction/ Configuration Physical installation and configuration of customer data network.

NACR's Convergence Team draws on over 75 years of collective VoIP experience in supporting customers. They offer a foundation of well more than triple that amount in data networking background.

- 8 Avaya Certified Specialist Design – IP Telephony
- 8 Avaya Certified Specialist Implementation – IP Telephony
- 4 Avaya Certified Experts
- 10 CCNAs
- 3 CCNPs
- CCDA
- CCIE-written
- 2 MCP
- 2 MCSE – NT4.0s
- Novell Certified Engineer
- 2 Extreme Network Engineer Associates
- Extreme Network Sales Associate
- 4 Juniper Router/Firewall/VPN Certified Engineers