

# NACR CONVERGENCE TEAM PROFESSIONAL SERVICE OFFERS

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## **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
- Individual system review

**Introduction to SIP Call Routing and Trunks** The goal of this course is to provide an overview of Session Initiation Protocol (SIP) with a focus on SIP trunking for your communication needs. Topics include:

- Evolution from TDM/H 323 trunking to SIP trunking
- SIP components including SES, Session Manager, Session Border Controllers and Avaya Communication Manager
- SIP call routing
- Basic troubleshooting tools and techniques

## **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.

## *Convergence Team Professional Service Offers continued*

### **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 hundreds of years of collective SIP/VoIP experience and supporting customers in the areas of:**

- VoIP
- Avaya UC Design and Development
- SIP
- Avaya switching and routing
- Cisco switching and routing
- Extreme Networks switching
- Juniper switching and routing
- Aruba Wireless
- Meru wireless
- Avaya Integrated Management
- Avaya Agile Communications environment (ACE)
- SIP Sequenced Applications