

# 2ndNature®

## Unify the administration of your multi-vendor voice systems

### Most enterprises contend with the challenges of multi-vendor PBX and voice messaging systems. But is it necessary?

Unimax's 2nd Nature® software enables telecommunications managers to unify their related voice systems with a single-point administration interface for leading PBX, voice messaging, and other critical communications systems. With 2nd Nature, telecom departments realize four key benefits:

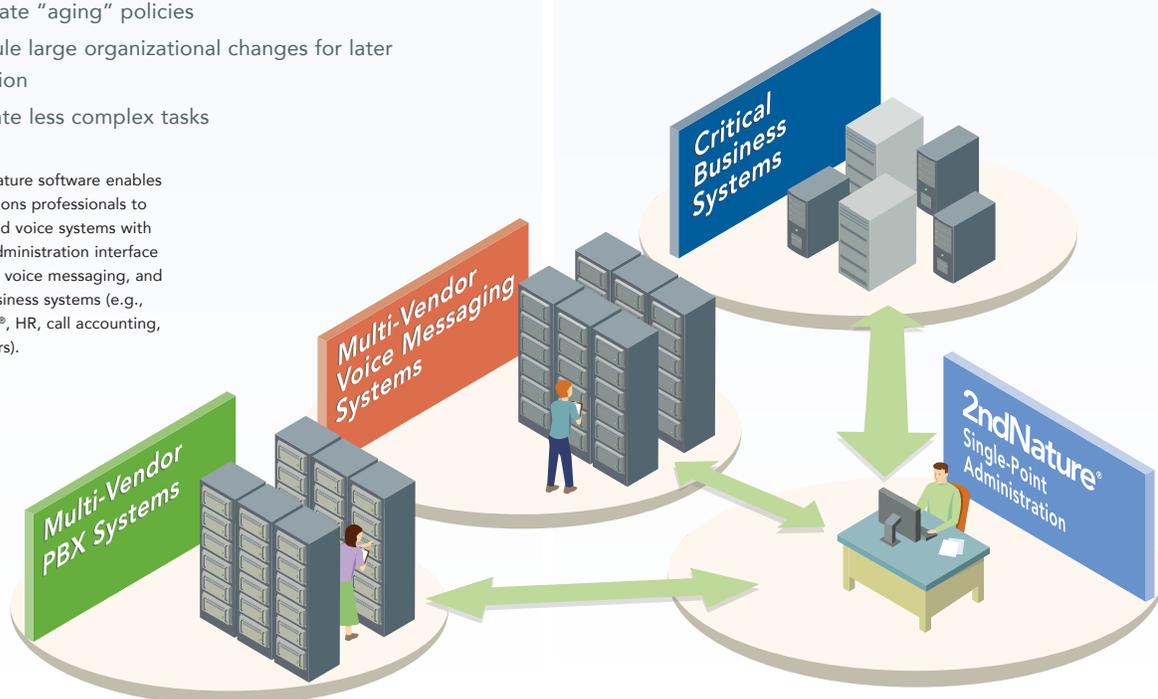
1. Reduced operational costs
2. Increased security and accountability
3. Increased visibility and control
4. Improved internal customer service

### Reduce operational costs

By linking related PBX, voice messaging, and directory systems, 2nd Nature reduces the costs associated with administering and managing voice operations by reducing repetitive processes and enabling more automation.

- ▶ Propagate related changes from one system to another
- ▶ Create, modify, and delete multiple phones and subscribers at once (e.g., with templates, from an external file, and others)
- ▶ Automate "aging" policies
- ▶ Schedule large organizational changes for later execution
- ▶ Delegate less complex tasks

Unimax's 2nd Nature software enables telecommunications professionals to unify their related voice systems with a single-point administration interface for leading PBX, voice messaging, and other critical business systems (e.g., Active Directory®, HR, call accounting, E-911, and others).



### Want to save 50% of your provisioning costs?

2nd Nature unifies your voice systems, enabling your administrators to dramatically streamline provisioning processes. See how time shaved off of activities like adding or deleting phones or voice mailboxes, adding call pick up groups, configuring line appearances, etc. translates into real savings for your company.

### Increase security and accountability

2nd Nature's ability to define role-based permissions tightens the security of voice operations and reduces exposure to unauthorized access and changes.

- ▶ Lock down access to PBX and voice messaging systems
- ▶ Record level permissions control individual administrator access by system, device type, location, department, specific transaction type, etc.
- ▶ Increase accountability and auditing capability
- ▶ Enable immediate or automated off-boarding

### Increase visibility and control across multi-vendor environments

2nd Nature provides an enterprise-wide, synchronized view of all user and system profile data including phones, classes

of service, voice mailbox settings, voice distribution lists, and more.

- ▶ View global lists of managed systems
- ▶ Filter, sort, compare, and analyze related data across record types
- ▶ Confirm policy compliance and validate data integrity
- ▶ View availability of telecom resources and reserve assets
- ▶ Group available resources into manageable ranges
- ▶ Integrate with Active Directory, linking subscribers to e-mail addresses

### Improve internal customer service

Improve internal customer service by increasing the accuracy of profile changes, streamlining provisioning processes, and simplifying troubleshooting.

- ▶ Produce faster turn-around times for customer requests
- ▶ Achieve a higher rate of first-call resolution
- ▶ Provide users more accurate status updates
- ▶ Track service levels

### Prepare for the future with 2nd Nature

To protect your technology investment, Unimax offers products that extend 2nd Nature's functionality. For example, Enterprise MAC Audit adds functionality for auditing and analyzing large amounts of MAC data. This helps identify areas for improvement. Additionally, 2nd Nature's HelpDesk extension transfers administration functions like password resets, voice mailbox name changes, etc. to your Tier 1 help desk. This allows you to focus on more complex activities.

## Key Benefits of 2nd Nature

### Reduce operational costs

- ▶ Reduce provisioning and administration costs
- ▶ Improve asset utilization
- ▶ Redistribute personnel costs
- ▶ Standardize and automate processes

### Increase security and accountability

- ▶ Lock down access to PBX and voice messaging systems
- ▶ Granular control of administrator access and permissions (record level permissions)
- ▶ Increase accountability and auditing capabilities
- ▶ Automate off-boarding

### Increase visibility and control within your communications environment

- ▶ View systems globally across your environment
- ▶ Track metrics and analyze trends
- ▶ View resource availability
- ▶ Confirm policy compliance
- ▶ Integrate with Active Directory

### Improve internal customer service

- ▶ Higher rate of first-call resolution
- ▶ Faster turn-around times
- ▶ Fewer errors
- ▶ Status reporting

### Are we compatible?

Unimax software is compatible with leading PBX, voice messaging and unified communications systems from Avaya®, Cisco®, Legacy Nortel®, Microsoft®, AVST® and others. For more information on specific system compatibility, please email us at [TellMeMore@unimax.com](mailto:TellMeMore@unimax.com).



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