

2ndNature[®] for Avaya

Unify the administration of your Avaya voice systems

Unimax's 2nd Nature[®] enables big business and managed service providers to unify their related Avaya voice systems by providing a single, centralized administration interface for Octel 250/350 (Aria), Octel 200/300 (Serenade), Intuity AUDIX, Modular Messaging, Message Networking, and Communication Manager. 2nd Nature delivers four key benefits:

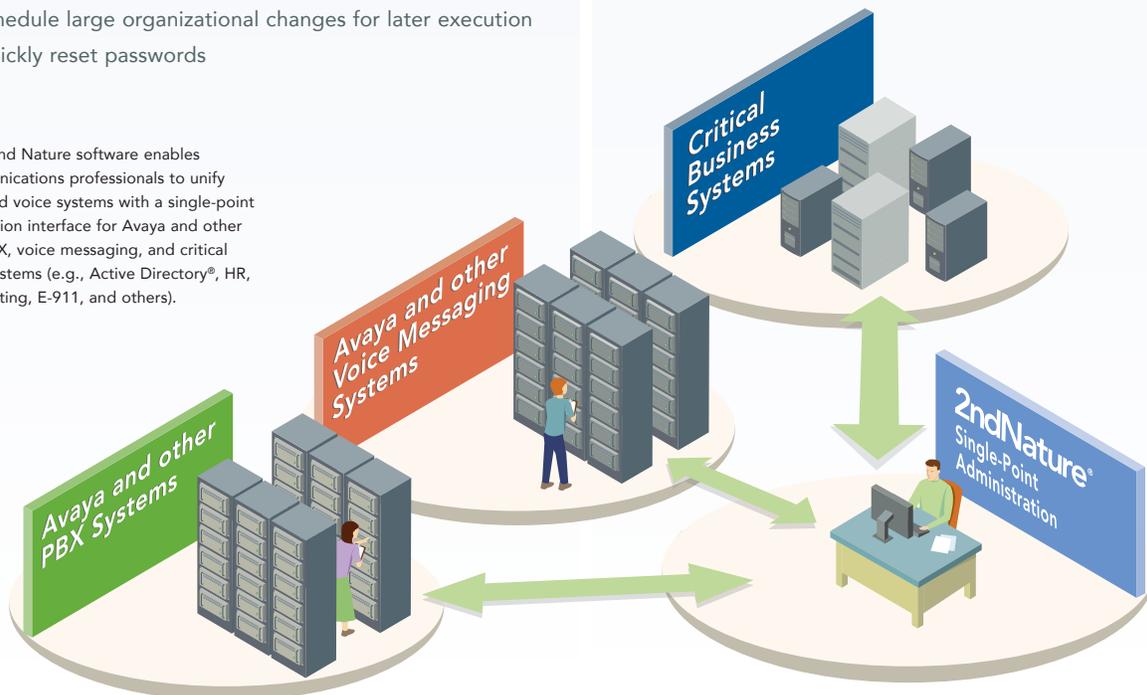
1. Reduced operational costs
2. Increased security and accountability
3. Increased visibility and control
4. Improved internal customer service

Reduce operational costs

2nd Nature reduces the costs associated with administering and managing voice operations by reducing repetitive processes and enabling more automation.

- ▶ Propagate related changes (e.g., rename an extension, mailbox, and all related references)
- ▶ Create, modify and delete multiple phones and voice mailboxes at once (e.g., with templates, from external file, and others)
- ▶ Automate "aging" policies for phones and voice mailboxes
- ▶ Schedule large organizational changes for later execution
- ▶ Quickly reset passwords

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



The Unimax/Avaya Partnership

Unimax is proud of its working relationship with Avaya. 2nd Nature's compatibility with Avaya's voice systems has earned Unimax the designation of being a DevConnect Technology Partner.



Increase security & 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 Avaya PBX and 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 Avaya and multi-vendor environments

By linking related Avaya voice systems within a single user interface, 2nd Nature provides an enterprise-wide, synchronized view of all subscriber and system profile data, including mailbox or subscriber settings, classes of service,

numbering plans, distribution lists, secondary extensions, subscriber options, 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 phones and voice mailboxes and reserve them for later use
- ▶ Group available phones and voice mailboxes into manageable ranges
- ▶ Integrate with Active Directory, linking subscribers to their e-mail addresses
- ▶ Get list membership detail—by list or by voice mailbox
- ▶ Enable subscriber options so calls and messages find their intended recipients regardless of where they are

Improve internal customer service

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

- ▶ Higher rate of first-call resolution
- ▶ Faster turn-around times and fewer errors
- ▶ Status reporting and service level tracking

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.

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.



Key Benefits of 2nd Nature for Avaya

Reduce operational costs

- ▶ Reduce provisioning and administration costs
- ▶ Improve asset utilization
- ▶ Redistribute personnel costs
- ▶ Standardize and automate processes
- ▶ Create, modify, and delete multiple phones and voice mailboxes at once
- ▶ Manage SDLs, enhanced, and enterprise lists

Increase security and accountability

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

Increase visibility and control

- ▶ View voice systems globally across your environment
- ▶ Track metrics and analyze trends
- ▶ View resource availability
- ▶ Confirm policy compliance
- ▶ Integrate with Active Directory and other critical business systems
- ▶ Group available phones and voice mailboxes into manageable ranges

Improve internal customer service

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



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