

# 2ndNature<sup>®</sup> for Cisco

## Unify the administration of your Cisco voice systems

Unimax's 2nd Nature<sup>®</sup> enables big business and managed service providers to unify their related Cisco voice systems by providing a single, centralized administration interface for Cisco Unified Communications Manager (or older versions of Cisco CallManager), and Cisco Unity. 2nd Nature delivers four key benefits:

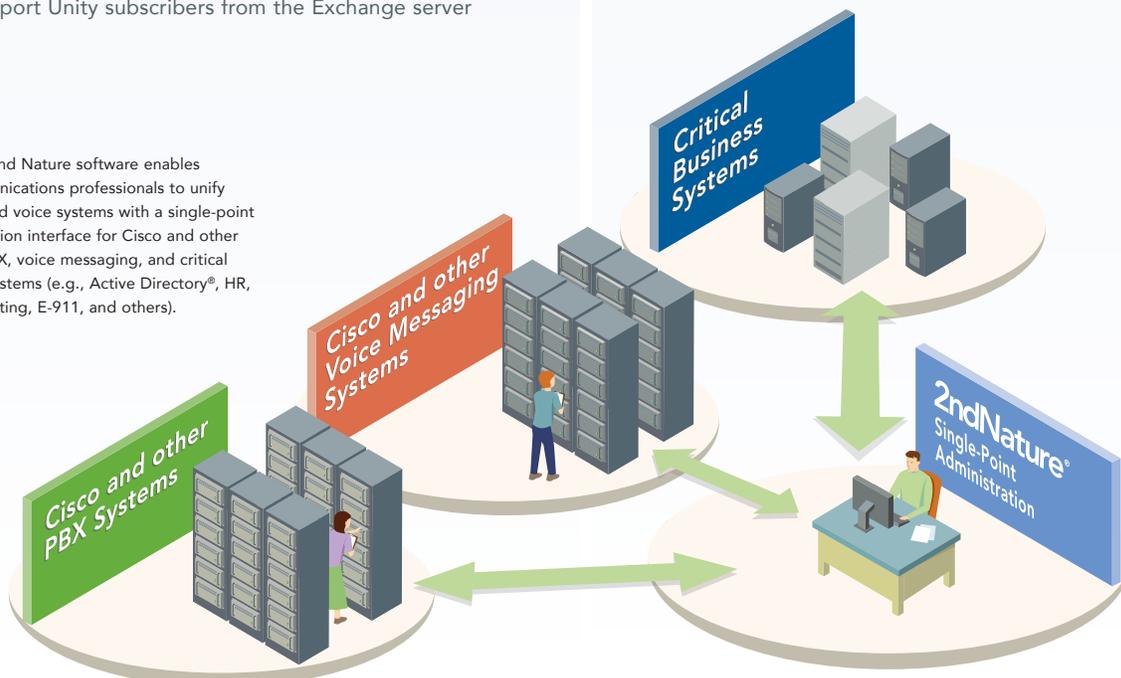
1. Reduced operational costs
2. Increased security and accountability
3. Increased visibility and control
4. Improved internal customer service

### 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 from one system to another
- ▶ Create, modify, and delete multiple phones and subscribers at once (e.g., with templates, from external file, and others)
- ▶ Automate "aging" policies
- ▶ Schedule large organizational changes for later execution
- ▶ Manage public distribution list membership
- ▶ Import Unity subscribers from the Exchange server

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



## The Unimax/Cisco Partnership

Unimax is proud of its working relationship with Cisco. 2nd Nature's compatibility with Cisco's PBX and voice messaging systems has earned Unimax the designation of Cisco Technology Developer.



### 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 Unified Communications Manager and Unity
- ▶ 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 Cisco and multi-vendor environments

By linking related Unified Communications Manager and Unity systems within a single user interface, 2nd Nature provides an enterprise-wide, synchronized view of all subscriber and system profile data, including phones, directory numbers, calling

search spaces, route partitions, classes of service, extensions, public 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 telecommunications resources and reserve assets
- ▶ Group available directory numbers or extensions into manageable ranges
- ▶ Integrate with Active Directory, linking subscribers to their e-mail addresses

### 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<sup>®</sup>, Cisco<sup>®</sup>, Legacy Nortel<sup>®</sup>, Microsoft<sup>®</sup>, AVST<sup>®</sup> and others. For more information on specific system compatibility, please email us at [TellMeMore@unimax.com](mailto:TellMeMore@unimax.com).



## Key Benefits of 2nd Nature for Cisco

### 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 public distribution list membership
- ▶ Import Unity subscribers from the Exchange server

### Increase security and accountability

- ▶ Lock down access to Unified Communications Manager, Unity systems and other vendors' 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

- ▶ View 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 directory numbers or extensions into manageable ranges

### Improve internal customer service

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



Unimax Systems Corporation  
50 South Sixth Street  
Minneapolis, MN 55402  
Contact us: [TellMeMore@unimax.com](mailto:TellMeMore@unimax.com)

Phone: (800) 886-0390  
Fax: (612) 338-5436  
[www.unimax.com](http://www.unimax.com)