

## 2ndNature<sup>®</sup> for Microsoft

### Unify the administration of your Microsoft and legacy unified communications systems

Unimax's 2nd Nature<sup>®</sup> enables businesses and managed service providers to unify their related Microsoft directory and communication systems by providing a single, centralized administration interface for Microsoft Active Directory, Microsoft Lync, Microsoft Exchange Unified Messaging and legacy UC systems. 2nd Nature delivers four key benefits:

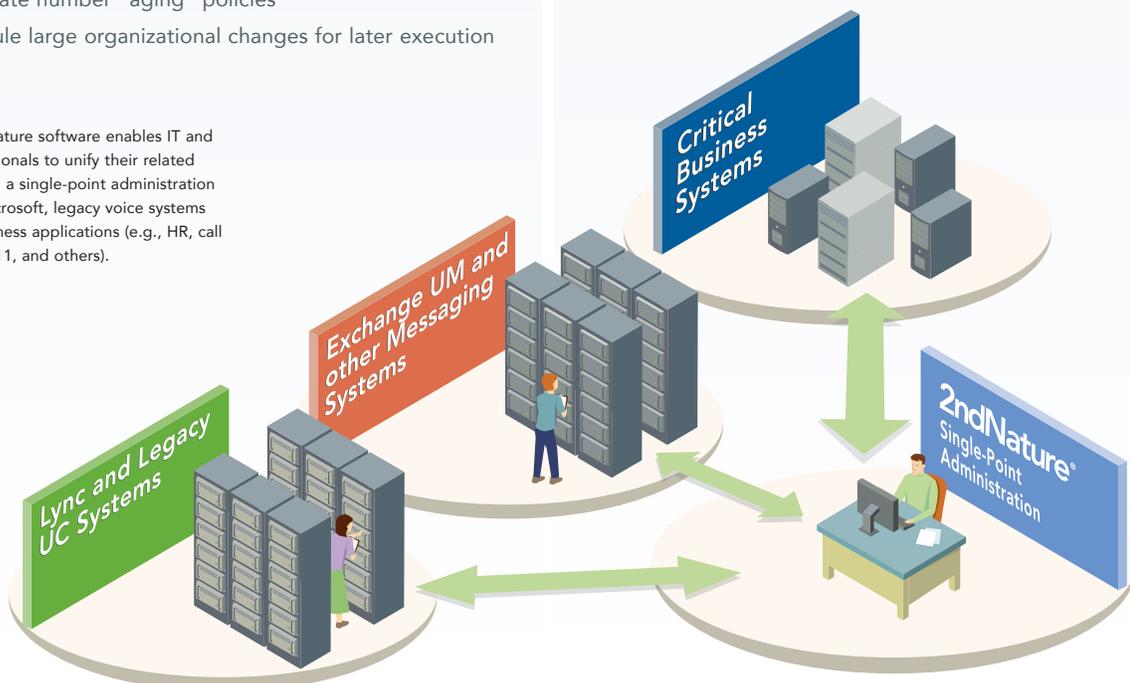
1. Reduced operational costs
2. Increased security and accountability
3. Increased visibility and control
4. Improved internal customer service

#### Reduce operational costs

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

- ▶ Enable, modify, and disable Lync users and unified messaging mailboxes either one at a time or in bulk by using templates and data from an external file
- ▶ Propagate related changes from one system to another
- ▶ Manage and summarize phone number and extension usage
- ▶ Automate number "aging" policies
- ▶ Schedule large organizational changes for later execution

Unimax's 2nd Nature software enables IT and telecom professionals to unify their related UC systems with a single-point administration interface for Microsoft, legacy voice systems and critical business applications (e.g., HR, call accounting, E-911, and others).



### Unify your UC environment

Unimax's 2nd Nature enables you to unify your UC environment by providing a single interface for Microsoft Lync, Active Directory, Microsoft Exchange Unified Messaging and legacy voice systems.



#### Increase security and accountability

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

- ▶ Lock down access to the Lync Server Control Panel and the Exchange Management Console
- ▶ Define individual administrator access by system, registrar pool, location, department, specific transaction type, etc
- ▶ Increase accountability and auditing capability
- ▶ Enable immediate or automated off-boarding

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

By linking related Active Directory, Lync, Exchange Unified Messaging, and other non-Microsoft legacy voice systems (e.g. Avaya (red and blue), Cisco, AVST and others) within a single user interface, 2nd Nature provides an enterprise-wide, synchronized view of all individual and system profile

data, including users, groups, mailboxes, phone numbers, extensions, policies, certificates, licenses, common area phones, analog devices, 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 communications resources and reserve assets
- ▶ Group available directory numbers or extensions into manageable ranges
- ▶ Integrate with Active Directory, linking users to their phone and mailbox assets

### 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, Unimax's HelpOne product transfers administration functions like PIN resets, directory 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 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).



## Key Benefits of 2nd Nature for Microsoft

### Reduce operational costs

- ▶ Reduce provisioning and administration costs
- ▶ Improve asset utilization
- ▶ Redistribute personnel costs
- ▶ Standardize and automate processes
- ▶ Enable, modify, and disable Lync users and unified messaging mailboxes either one at a time or in bulk using templates and data from an external file
- ▶ Propagate related changes from one system to another
- ▶ Manage and summarize phone number and extension usage

### Increase security and accountability

- ▶ Lock down access to the Lync Server Control Panel and the Exchange Management Console
- ▶ 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 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



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