

2ndNature[®] for Nortel

Unify the administration of your Nortel voice systems

Unimax's 2nd Nature[®] software enables telecommunications managers to unify their related Nortel voice systems by providing a centralized administration interface for Nortel Meridian 11-81c, Succession, Communication Server 1000, Multimedia Communication Server 5100, CallPilot, and Common Network Directory. With 2nd Nature, telecommunications departments realize four key benefits:

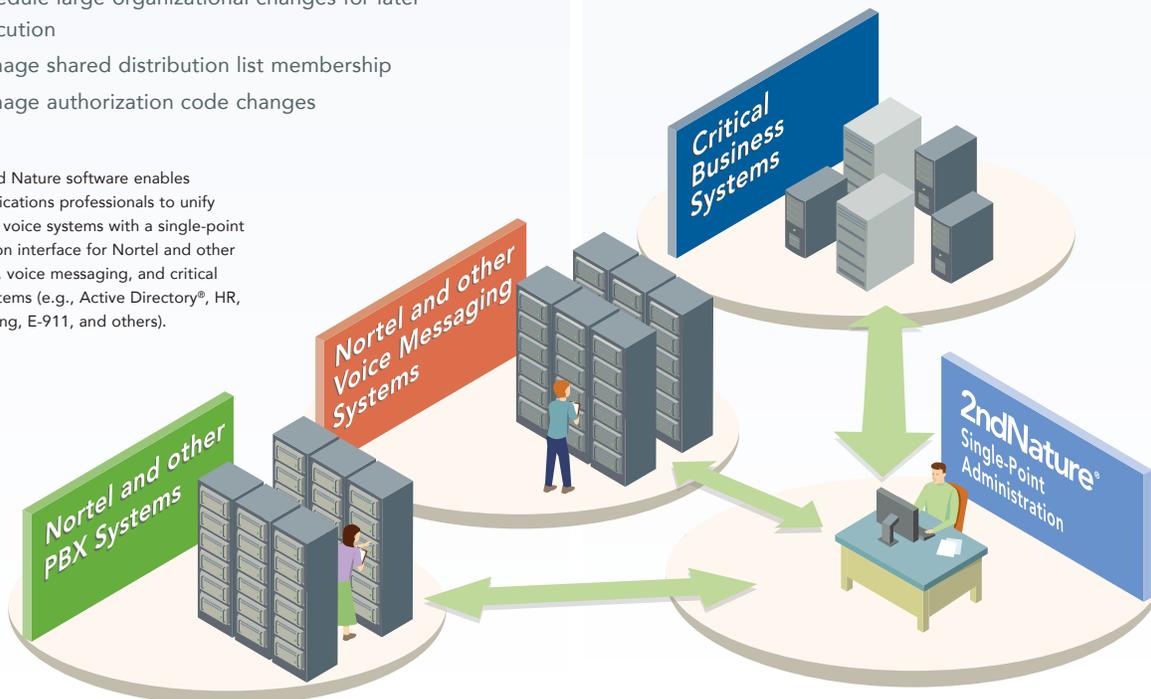
1. Reduced operational costs
2. Increased security and accountability
3. Increased visibility and control
4. Improved internal customer service

Reduce operational costs

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 voice mailboxes at once (e.g., with templates, from an external file, and others)
- ▶ Automate "aging" policies
- ▶ Schedule large organizational changes for later execution
- ▶ Manage shared distribution list membership
- ▶ Manage authorization code changes

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



The Unimax/Nortel Partnership

Unimax is proud of its working relationship with Nortel. 2nd Nature's compatibility with Nortel's PBX, voice messaging, and Common Network Directory systems has earned Unimax the designation of being a Nortel Developer Partner.



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 Nortel and other 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 Nortel and multi-vendor environments

By administering related Nortel and other vendors' PBX and voice messaging systems within a single user interface, 2nd Nature provides an enterprise-wide, synchronized view

of all user and system profile data including phones, directory numbers, ACD groups, line select keys, voice mailbox classes, shared 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 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 Nortel

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 shared distribution list membership

Increase security and accountability

- ▶ Lock down access to Nortel 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 of your communications environment

- ▶ View systems globally across your environment
- ▶ Track metrics and analyze trends
- ▶ View resource availability
- ▶ Confirm policy compliance
- ▶ Integrate with Common Network Directory, Active Directory, and other critical business systems

Improve internal customer service

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



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