

## 2ndNature<sup>®</sup>

SMB Edition

Spend significantly less time managing your company's phone system

**PBX and voice mail systems are complex and difficult to manage. Small and mid-sized businesses typically don't have the time or resources to effectively administer these systems. Fortunately, there is a better option.**

Unimax's 2nd Nature SMB Edition software was developed to remove the complexity of phone system management specifically for small and mid-sized businesses. 2nd Nature replaces the complex administration software that came with your PBX and voice mail systems with a single, easy-to-use interface. 2nd Nature is compatible with leading PBX and voice mail systems, Microsoft Active Directory, and others. With 2nd Nature, small and mid-sized businesses realize three key benefits:

1. Reduce time spent on phone system administration
2. Reduce PBX and voice mail system administration complexity
3. Improve internal customer service

### Reduce time spent on phone system administration

2nd Nature was designed to help you reduce the time, expense, and hassle of dealing with your phone system. Because 2nd Nature offers significantly greater ease-of-use and more functionality than your native PBX and voice mail systems, less time can be spent managing the phone system and more time can be spent improving your business and focusing on strategic initiatives.

- ▶ Standardize and automate everyday processes
- ▶ Identify and manage available PBX extensions and voice mailboxes
- ▶ Schedule PBX, voice mail, and Active Directory changes for later execution
- ▶ Customize your data with user defined fields
- ▶ Quickly create, modify, and delete multiple phones and voice mailboxes at the same time (e.g., with templates, from external files, using Active Directory, and others)
- ▶ Delegate simple tasks to less skilled personnel

### Compatible with Microsoft Active Directory and other business solutions

2nd Nature enables you to sync employee information between Active Directory and your phone system. When you add a new employee (or make a change to an existing employee) in Active Directory, 2nd Nature will sync the change with your PBX and voice mail systems. Alternatively, changes made in 2nd Nature are synced back to Active Directory. You can also easily export telecom data from single or multiple PBX and voice mail systems for use with other software (i.e. Microsoft Excel). These features simplify phone system management while saving time and money.



### Reduce PBX and voice mail system administration complexity

The management software that comes bundled with phone systems is inflexible and can be very difficult to learn and use. This typically requires system administrators to have specialized knowledge and extensive telecom training. 2nd Nature removes the complexity and reduces the hassle and pain of managing your company's phone systems.

### Easy-to-use interface

- ▶ Export data from single or multiple PBX and voice mail systems for use with other software (i.e. Microsoft Excel)
- ▶ Manage multiple PBX and voice mail systems from one screen
- ▶ Manage phones by department, building, floor, etc.
- ▶ Improve visibility with comprehensive reporting capabilities
- ▶ Easily track all changes made to the phone system

## Improve internal customer service

Increase the speed and accuracy of internal telecom requests. Instantly streamline the provisioning process and simplify troubleshooting. 2nd Nature will enable you to improve internal customer service while spending less time in the process.

- ▶ Faster turn-around times
- ▶ Fewer errors
- ▶ Easily create, modify, and delete phones and voice mailboxes
- ▶ Quickly reset passwords
- ▶ Find, filter, sort, compare, and analyze telecom data
- ▶ Generate comprehensive management reports
- ▶ Quickly view availability of telecom resources and reserve phones or voice mailboxes
- ▶ Integrate with Active Directory, linking phone, voice mail, and user profile data, including email

## 2nd Nature is easy to buy, install, and use

Its low price and options for flat rate or subscription payment make buying 2nd Nature easy on your budget. Installation is easy with inclusive implementation hours and training. Using 2nd Nature is also easy. Unlike the administration software that came with your PBX and voice mail systems, it does not require years of training, experience, or telecom expertise.

### 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 SMB Edition

### Reduce time spent on phone system administration

- ▶ Standardize and automate everyday processes
- ▶ Identify and manage available PBX extensions and voice mailboxes
- ▶ Schedule PBX, voice mail, and Active Directory changes for later execution
- ▶ Customize your data with user defined fields
- ▶ Delegate simple tasks to less skilled personnel

### Reduce PBX and voice mail system administration complexity

- ▶ Easy-to-use interface
- ▶ Export data from single or multiple PBX and voice mail systems for use with other software (i.e. Microsoft Excel)
- ▶ Manage phones by department, building, floor, etc.
- ▶ Improve visibility with comprehensive reporting capabilities
- ▶ Easily track all changes made to the phone system

### Improve internal customer service

- ▶ Faster turn-around times
- ▶ Fewer errors
- ▶ Quickly reset passwords
- ▶ Find, filter, sort, compare, and analyze telecom data
- ▶ Generate comprehensive management reports
- ▶ Quickly view availability of telecom resources and reserve phones or voice mailboxes
- ▶ Integrate with Active Directory, linking phone, voice mail, and user profile data, including email



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)