



## *Maximizing and Protecting Your Cisco IP Telephony Investment*

Although it can appear simplistic, the introduction of voice traffic onto your data network introduces a whole new level of complexity - presenting new challenges for the individuals tasked with supporting it. To realize the competitive advantages and benefits associated with IP telephony, your converged network must be operating at peak performance. This requires a staff with a solid understanding of both voice and data, processes and tools to monitor the status and performance of your network, and close attention to the critical patches released by the manufacturer.

VITAL's IPT Management service brings together all of the necessary elements to maximize your IPT investment and increase your telephone user's satisfaction.

## Why VITAL?

### **Experienced People.**

VITAL's team installs, manages and maintains a number of mission-critical data and IPT environments. Our people's experience leads to faster problem identification and resolution.

### **Proven Processes.**

Our goal is to avoid a problem. However, when a problem occurs, our processes allow us to minimize your downtime by applying a proven, systematic approach to resolution.

### **Best-of-Breed Tools.**

VITAL has invested in best-of-breed tools to manage and monitor your IPT environment and ensure your network operates at peak performance.

### **Single Point-of-Contact.**

Enjoy better management and control with a single source for operating and managing your converged network 24 hours-a-day, 7 days-a-week.

### **Increased Availability.**

By proactively managing your network and by remediating many issues remotely, VITAL can resolve your problems faster than a company that has to send someone onsite.

## *Efficient IPT Operation & Management*

To ensure the ongoing health and operation of your Cisco IPT network, VITAL's IPT Management service incorporates fault management, performance management, 24x7 remote technical support, and critical patch updates for your converged network. For customers who require a higher level of service, we offer remote administration of MACDs and onsite field support.

VITAL's Network Operations Center (NOC) staff will monitor the status and performance of your converged network environment at the hardware, operating system and application levels. Additionally, VITAL will monitor the actual RTP stream for each individual IPT call traversing your network - giving you better insight into what is truly happening within your network. If a fault or performance event occurs, VITAL will notify you, initiate problem isolation techniques, and work with the necessary parties to quickly remediate the issue. In addition to around-the-clock monitoring and management, our IPT Management customers receive access to their network status and performance information - including real-time and historical network status and event logs, performance statistics, call quality statistics, as well as trending and capacity planning information - via our secure online interface. VITAL continues to add value to our offering with monthly reports containing valuable information about issues that occurred during the reporting period and details about the performance of your IPT environment.

As an IPT Management customer, VITAL will alert you and update your systems when a critical patch is released by the manufacturer. Additionally, our Technical Support Center is available by phone 24 hours-a-day, 7 days-a-week to answer technical questions and assist the NOC in problem resolution.

# The Value of VITAL's IPT Management Service

## ● Safeguards Your IPT Investment

- By continuously monitoring your network, analyzing the performance of your infrastructure components and updating critical patches, VITAL ensures optimal IPT reliability and performance. Additionally, the information you receive from VITAL will help you effectively plan for the future and continuously improve the availability and performance of your infrastructure.



## ● Increases Customer Satisfaction

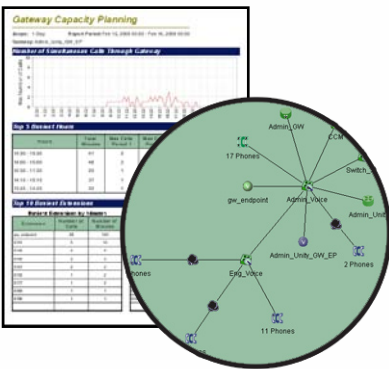
- Since VITAL is receiving information about actual calls in near real-time, we can identify voice quality issues as the call is taking place - allowing us to react quickly to rectify the situation and improving customer satisfaction.

## ● Reduces Downtime and Overall Operating Costs

- VITAL realizes how critical voice services are to your business. That is why we will notify you and begin problem determination within 15 minutes of identifying an issue. By identifying problems when they occur and by preventing many issues before they affect service, VITAL's IPT Day 2 services speeds your recovery time, thus reducing your downtime and lowering your overall operating costs.

## ● Simplifies Planning

- With access to a complete performance history, device inventory per location and capacity planning information, planning becomes much easier.



## ● Protects Your Reputation

- With proactive monitoring and notification, you will be aware of issues as they are being experienced by your users allowing you to react quickly. Additionally, our tools and expert staff will help you troubleshoot and resolve complex issues rapidly so you can maintain your reputation for excellence.



## Features

VITAL's IPT Management service offers a comprehensive, single-source solution to support your Cisco IPT network and ensure it is operating at peak performance. From your network devices down to your handsets, VITAL will remotely operate and manage your environment - leading to a lower total cost of ownership and increased customer satisfaction.

- Fault Monitoring & Management
- Performance Monitoring & Management
- 24x7 Remote Telephone Support
- Critical Patch Updates
- Secure Online Access to IPT Management Tools
- Monthly Management Reports
- Remote Administration & Set-up of Telephone Moves/Adds/Changes/Deletes (Optional)
- Onsite Field Support (Optional)

For additional information, please contact:

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