

## AVAYA, CISCO, AND MS LYNC USERS. MANAGE ONE, OR ALL THREE INFRASTRUCTURES FROM A SINGLE PLATFORM!!!

For around 20 years, many of our customers have been using Avotus IntelControl (prev. Switchview) to manage their Nortel Meridian PBX's. Whilst very happy with the functionality of the IntelControl solution, and the stability provided by the SCO Unix operating system, over the years there have been countless requests for a Windows driven solution with the ability to provide multi-vendor support, AND equip Systems Administrators with an effective MAC (Moves Adds and Changes) tool. We've listened to your requests, and now offer the solution. Avotus ICM Unity 8.3 teamed up with Unimax's 2nd Nature.....it's the perfect partnership. We've already introduced you to ICM Unity 8.3, so let us tell you a bit about 2ndNature.

### 2nd Nature

Unify the administration of your multi-vendor voice systems Most enterprises contend with the challenges of multi-vendor PBX and voice messaging systems. But is it necessary?

Unimax's 2nd Nature software enables telecommunications managers to unify their related voice systems with a single-point administration interface for leading PBX, voice messaging, and other critical communications systems. With 2nd Nature, telecom departments realise 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

By linking related PBX, voice messaging, and directory systems, 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 an external file, and others)
- Automate "aging" policies
- Schedule large organisational changes for later execution
- Delegate less complex tasks

### Increase security and accountability

2nd Nature's ability to define role-based permissions tightens the security of voice operations and reduces exposure to unauthorised access and changes

- Lock down access to 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 multi-vendor environments

2nd Nature provides an enterprise-wide, synchronized view of all users and system profile data, including phones, classes of service, voice mailbox settings, voice distribution lists, and more.

- View global lists of managed systems
- Filter, sort, compare, and analyse 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 increasing the accuracy of profile changes, streamlining provisioning processes, and simplifying troubleshooting.

- Produce faster turn-around times for customer requests
- Achieve a higher rate of first-class resolution
- Provide users more accurate status updates
- Track service levels

## Are we compatible?

2nd Nature is compatible with leading PBX, voice messaging and other applications from

- Avaya
- Avast
- Cisco
- Nortel
- Microsoft
- And others

## 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 analysing large amounts of MAC data. This helps identify areas of 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.

## Key Benefits of 2nd Nature

### Reduce Operational Costs

- Reduce provisioning and administration costs
- Improve asset utilisation
- Redistribute personnel costs
- Standardise and automat processes

### Increase security and accountability

- Lock down access to PBX and voice messaging systems
- Granular control of admin access and permissions (record level permissions)
- Increase accountability and auditing capabilities
- Automate off-boarding

### Increase visibility and control within your communications environment

- View systems globally across your environment
- Track metrics and analyse trends
- View resource availability
- Confirm policy compliance
- Integrate with Active Directory

### For More Information

To learn more about our technology and services visit [www.knet.com.au](http://www.knet.com.au).

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