

About BrantTel Networks

30 Years of Focused Solutions



Rich History

BrantTel Networks is celebrating 30 years in business in 2012, what a run! For 30 years BrantTel has grown from a locally owned and operated shop to a full service, highly skilled and accomplished integrator of Avaya Communications systems. BrantTel Networks has run the gamut of manufacturers over the years, but always maintained focus on a single product line. First it was AT&T, then Lucent and now the combination of heritage Nortel and Avaya allow a robust technology offering. Over the years BrantTel has maintained a customer first focus and has excelled at providing end to end service and support for all customers. Today, BrantTel is a thriving technical and solutions focused organization, employing some of the top Unified Communications and Contact Centre experts in the industry. BrantTel is set to complete this vision for the next 30 years.

Sales and Pre-Sales Expertise

BrantTel Networks employs some of the most experienced engineers in the industry. Solid technical backgrounds anchored in the Avaya offering, our specialists can discover, and design a complete fit for purpose telecom solution for your business. We don't look past your requirements, they are the guiding force to each and every architecture decision for your unique design.

Our sales teams have a combined 75 years experience managing your expectations. The BrantTel Account Executive owns your confidence in the services that we deliver. From the initial consultation to the implementation hand-over, the BrantTel Account Executive doesn't disappear after the initial sale, but follows through to ensure that each and every feature and expectation has been met, and accepted.

Implementation Excellence

The most important part of providing bleeding edge communications technology is the satisfaction of the customer. Our implementation teams keep this in mind with each and every customized installation we complete.

BrantTel Networks employs the most talented, PMI certified Project Managers in the industry. We provide your organization with a well crafted implementation plan, with you as the focus of that attention. We don't cut corners, but allow your business practices to guide the process. BrantTel will provide a complete scope of work along with a well constructed project plan that will give you piece of mind knowing your investment is in experienced hands.



The complete solution continues at the engineering stage. The BrantTel implementation engineer is the central deployment expert that will ensure that the technical requirements are met, and surpassed. Our Engineers are fully trained Avaya experts and hold the ACIS certification. In addition to this, many of our implementation engineers feature a specialty, Contact Centre experts, Data/Networking experts and Unified Communications experts complete the staff.

The process decisions you face during your implementation are managed by the BrantTel Networks Software Specialist, this unique team is the fit-for-purpose arm of the BrantTel implementation team. They customize your dial plan, program your feature requirements, provide training and manage questions during the cutover process. Our SS's are industry veterans and have completed a combined 2000 implementations. Let them suggest the best practice for your hunt group, dial plan, and other business processes that are key to the functioning of your new telephone system.

Superior Service

Service reputation is the lifeblood of every business, BrantTel Networks is no different. For 30 years BrantTel has focused on providing first class service to our valued customers.

BrantTel Networks provides a complete support and service package that includes:

- 24x7 remote technical support
- 24x7 alarming and notification engine
- Software Support & Updates
- 4 Hour guaranteed response
- Minor updates and notifications
- Next day parts replacement

Using the Avaya Support Advantage model BrantTel Networks has full access to Avaya Tier support. We maintain single point of contact until your service issue is resolved. Let BrantTel customize a maintenance solution that your organization requires to maintain business continuity. We don't just meet expectations on Support, we exceed them!

For more information visit us at www.branttel.com
or call us direct at 1-888-632-0585

30 **BRANTTEL**
NETWORKS
CELEBRATING 30 YEARS 1982 - 2012



Experts in:

Solution Specializations

- Unified Communications
- Contact Centre
- LAN/WAN/MPLS Design
- Messaging
- Disaster Recovery
- WiFi Design & Deploy

Product Specializations

- CS100, Option 11E/11C, Option 21, Option 51, Option 61, Option 81
- Symposium Call Center Express
- Avaya Aura (CM 5.2, 6.0)/SIP
- S8300, S8500, S8510 S8700, S8710, S8730, AES Media Servers
- G150, G250, G350, G430, G450, G600, G650, G700, G860 Media Gateways
- Avaya CCE/Contact Centre Elite
- Avaya Aura Messaging (Call Pilot, MSS, MAS, MS Exchange)
- One-X Suite (Mobile, Portal, Agent, Communicator, UC, Speech)
- Voice Portal/ICR
- Web Conferencing (Aura Conferencing)
- Avaya IQ, Wallboard
- Predictive Dialer
- Prognosis VoIP Monitoring Suite

SME Product Specializations

- SME Expert Authorized
- IP Office - Avaya BCM
- Partner

Data Product Specializations

- Extreme Networks (BlackDiamond, Summit)
- Juniper Networks (J Series, M Series)
- Avaya (Nortel) (Ethernet, VPN)

Legacy Product Specializations

- Definity Servers
- IA770 Intuity Audix
- Intuity LX
- Merlin Legend
- Merlin Magix

Professional Services

- VoIP Network Readiness (Full Assessment Capabilities)
- Project Management (PMP Certified)
- Avaya Certified Implementation Staff (ACIS)
- Turnkey Installation Services for:
 - Avaya CS1000, Aura (CM 5.2+)
 - Messaging
 - AES/CMS/IQ/CCE
 - One-X Suite
 - Data Network Deployment
 - IP Office
 - Quality Monitoring
 - End User and Admin Training
 - End Points
 - Reception Consoles
 - Administrator Basics (MACs)
 - Solution Knowledge Transfers

Technical Assistance Centre (TAC)

- Fully Certified Troubleshooters (ACSS)
- Nortel Certified Troubleshooters - NCTS NCSS NCTE NCDS
- Remote Alarming/Monitoring System
- GTA Truckroll/Nationwide Coverage
- 2 Hour SLA
- Staffed 24/7/365

Maintenance Services

- Joint Solution Delivery (JSD) Authorization
- Support Advantage SS/SSU - PASS/PASS+ Management
- Contract and Records Management
- Competitive Major/Minor SLAs
- Service Desk Assessment Authorized

Contact us:
www.branttel.com

