

Solution Specializations

- Unified Communications
- Context 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+)/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 (Meeting Exchange Express)
- Avaya CMS (including Visual Vectors, IQ & Wallboard)
- Predictive Dialer
- Prognosis

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)
- Turnkey Installation Services for:
 - Avaya CS1000, Aura (CM 5.2+)
 - Messaging
 - AES/CMS/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)

- ACE Certified Troubleshooters
- 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
- SS/SSU - PASS/PASS+ Management
- Contract and Records Management
- Competitive Major/Minor SLAs
- Service Desk Assessment Authorized