



Avaya Unified Communications Management / System Manager

Unified Communications Management (UCM) is a web-based comprehensive management solution with the key applications from the Avaya & Nortel Enterprise portfolio. UCM structures management of station provisioning, managing subscribers, faults, configuration, performance and security. This application provides less complexity, a simplified look and feel, reduced error potential and improves analytical capabilities.



UCM Professional Services

Key Features:

- Syncs corporate databases to simplify managing users and access
- Creates a secure VoIP, SIP and Unified Communications network
- Allows centralized access of a CS1000 network
- Common intuitive web-based interface
- Single login to manage all your systems
- Third party support for development of UCM web services
- Private Certificate Authority with X.509 certificate management
- Monitoring via Simple Network Management Protocol (SNMP)

Dyna Lync provides the full spectrum of Professional Services for Avaya's Unified Communications Management application. Our exceptional knowledge in the industry translates into unparalleled quality of work focused on your needs. Our reputation for being proficient, dependable and responsive will change the way you view unified communication management. Finally, an alternative that puts you in control!



Professional Services include:

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|---------------------------|-----------------------------|
| Project Management | Coordination |
| Implementation | Advanced Integration |
| Training | Support |

Dyna Lync's 5-Star Support Services include:

- 800 Number to our call center of UCM Specialist
- Online Request Management Portal Access
- Proactive Patch Notification
- Quarterly Health Checks
- Quarterly Newsletter

