



Collaborate with **EASE**



BEST-IN-CLASS SOLUTIONS



DOCUMENTED



SUPPORTED

Unified Communications solutions allow your people to connect and collaborate through a single, simple interface, whether they're in your conference room, the car or across the globe.



CONSULTING SERVICES

When your employees and customers can connect in more personalized ways, using tools that they prefer, both collaboration and customer satisfaction increase.

You save money with UC by getting rid of your separate communication silos and weaving them together into a seamless, scalable solution designed to grow with your business.

We design every UC Solution to meet or exceed the standards of your industry and needs of your unique business.

Our UC Architects develop high level strategy that helps you get the best out of your investment.

UC Assessments • Consulting & High-Level Strategy • Call Center & Video Conferencing Integration • UC Solution Design



PROFESSIONAL SERVICES

The keys to any great UC Solution are accurate implementation from the start, and an infrastructure that's optimized to support UC. Emergent Networks can create a seamless and simple user experience, whether we are starting from scratch or integrating with an existing contact center.

Our team includes Certified Engineers using UC Best Practices, developed over years of experience. Whether you are looking for a complete UC solution with full collaboration, or a simple IP phone set up to replace your traditional PBX system, Emergent Networks has the people you need.

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UC Solution Implementation • Unify Voice, Video Collaboration and Chat • Contact Center Integration • Video Conferencing Integration • PBX Replacement



Emergent Networks

Unified Communications

Make sure to get the full, high quality UC experience your company invested in. Emergent Networks offers monitoring and management of your UC system from carrier to headset—delivering peace of mind to your business.



Support

MANAGED SERVICES

MAXIMIZE YOUR INVESTMENT

UC can be an excellent tool but needs to be managed properly to use video conferencing and collaboration without frustration.

Monitor and manage voice QoS, PBX, Contact Centers and your converged IP networks with our comprehensive suite of modules. Emergent Networks provides an intelligent management



framework that offers measurable benefits through IP network and voice monitoring and management.

VOICE QUALITY MONITORING

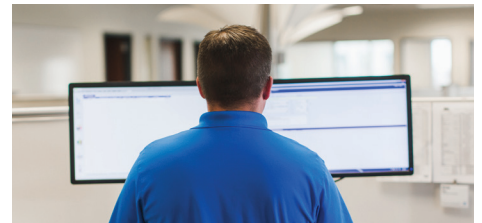
The real-time nature of applications such as Voice-over-IP (VoIP) and videoconferencing makes them highly susceptible to

LEVELS OF UC SUPPORT SERVICES

Remote Support Hours Included, SLO Monthly Reports, All Benefits and Features of Gold and Silver Included	PLATINUM	
Full Monitoring of UC Devices/Related Servers, Setup Fee, Quarterly Reports, Network Assessment	GOLD	Reduces Resolution Time by 70%
6 AM to 6 PM CST, Ticketing, Escalation, Live Person, Support	SILVER	

congestion, latency and configuration errors within the IP network. Emergent Networks' Voice Quality Monitoring (EVQM) gives us the visibility to monitor the performance and quality of your applications with real time VoIP quality and network issue monitoring, as well as the tools to isolate and troubleshoot any issues.

Our team has you covered from carrier to headset. With active UC Support, you can focus on hosting great meetings instead of fixing issues.



REMOTE HELP DESK

When issues do arise, and you need a fast response to get your meetings back on track, our friendly Help Desk engineers are ready to serve. We'll pinpoint issues and help you focus on remediation efforts.

Monitor UC Systems for Jitter, QoS, MOSS • IP Network and Voice Monitoring • Ticket Escalation & Reporting • Fully-Staffed Help Desk