



## We're building a strong, experienced **Unified Communications team**

Of our five key practice areas (Infrastructure, End-User Computing, Networking, Security and Unified Communications), Emergent Networks has seen a marked increase in the demand for superbly architected Unified Communications (UC) solutions. More and more, our clients are using Skype for Business, call centers, instant messaging, video conferencing and other tools to connect and collaborate.

To accommodate this increase in demand, we have started to build out our UC team with additional expertise and resources including the addition of John Dusek, our UC Prac-

tice Director, who brings 30+ years of experience in the IT industry.

"I have been excited about the vision and promise of Unified Communications for 10+ years; and now with Skype for Business as the latest power tool, the vision is real and the promise delivered," Dusek said. "To me, this is the best example of integrating all these different technologies (text, IM, chat, presence, e-mail, voice call, video calls/meetings and collaboration) into one easy-to-use interface so you can pick the right tool for the right job. Our passion is making all these diverse technologies play nice with each other, with the

end-user experience as top priority."

The engineers we have added to the UC team bring with them an average of 14 years of IT expertise centered on the technologies that enable collaboration for businesses of all sizes. The most recent additions include Dan Klimek, a UC Architect with 15 years of experience, and Randall Vogsland, a UC Engineer with a strong messaging background.

To learn how Emergent Networks can help your company build a robust Unified Communications and collaboration platform, please contact us at [info@emergentnetworks.com](mailto:info@emergentnetworks.com).



# TOP 5



## NEW FEATURES OF SKYPE FOR BUSINESS

Microsoft will soon be combining its popular consumer platform, Skype, with its Enterprise Voice platform, Lync. Microsoft is taking the best of both to make the platform even better and renaming it Skype for Business. Below are some of the new features Microsoft has told us to look forward to:

- 1 Transferring calls will take 1 click instead of 3**
- 2 Adopting familiar Skype icons for calling, adding video and ending a call**
- 3 Improved content sharing and telephony**
- 4 Being able to video call with ANY Skype user**
- 5 Adding the Skype call monitor screen**

## Hot Topic Managed Unified Communications

When it comes to monitoring and managing Unified Communications, the daily pain points can be numerous and it requires intelligence to master the many interdependencies between the underlying data infrastructure and voice, video and collaboration applications. Traditional infrastructure and system monitoring and management applications fall short and can be challenging at best to identify problems.

The capabilities of today's Unified Communications such as instant messaging (chat), IP telephony, presence, video, and desktop sharing to name a few, have outpaced the ability to monitor and manage such a vast system with a high degree of confidence. Businesses need a better, more comprehensive way to monitor and manage their Unified Communications. Emergent Networks, Converged Management Platform (CMP) provides exactly this capability.

The CMP provides critical performance information to executives and technical resources with the intelligence and confidence they rely on for decision-making, issue resolution and visibility throughout the enterprise. The system enables rapid deployment and discovery of the UC ecosystem in minutes, paving the way to solving today's UC monitoring challenges instead of deciphering where to start. A detailed mapping of your UC network and interdependencies, centralized inventory such as hardware and firmware versions, registered stations and trunk group members, coupled with a real-time graphical interface, eliminates the mystery in managing and monitor-

ing Unified Communications.

The technology can be leveraged to monitor many manufacturer solutions and provides for a seamless transformation of your UC infrastructure, frees up critical resources and improves service delivery and operations.

Enterprise monitoring and management can work for you and eliminate finger pointing and focus on pinpointing problems using some of the following metrics:

- Real-time maps based on Geography or Infrastructure
- Health & Performance across the Enterprise
- Quality of Service (jitter, latency, packet loss, errors)
- Call Detail Records
- SLA Management
- Performance Metrics:
  - Audio/Video quality metrics
  - Degradation factors
  - Burst/gap density
  - End-point system information
  - Session content metrics

From an executive's standpoint, Emergent Networks' UC monitoring support offering has the ability to create rich, robust reports on demand. In addition, the system comes with pre-packaged reports and a scheduler to include daily, weekly, monthly and quarterly reporting, which gives companies a starting point. If you're interested in learning about how this service can help you create a better user experience, reduce downtime and get better intelligence on your network, please contact Emergent Networks to set up an appointment.

# Emergent Networks turns 30 in 2015!

Information Technology has seen an exponential increase in innovation in the last 30 years, and Emergent Networks has flourished throughout this ever-changing technology landscape.

The company was founded as Anderson Data Management in 1985—the year the first “.com” domain was registered—by Gary Anderson, and later merged with a company founded by Anderson’s son Jamie (2004). The Andersons shared a similar philosophy on how to conduct business and the drive to create the right solution the first time for their clients. Together, they have developed Emergent Networks into a mainstay of the Minnesota technology scene.

Since the merger, the company



has continued to thrive, adapt and grow thanks to a dedication to quality business solutions and partnership with clients. Emergent

Networks looks forward to celebrating our 30th Anniversary throughout the year with our amazing family of clients.

## EMPLOYEE SPOTLIGHT:



## JOHN DUSEK

**Hometown:**  
Faribault, MN

**How long have you worked for Emergent Networks?**  
4 months

**Caffeine of choice:**  
Coffee

**Favorite vacation spot:**  
Mexico

**Favorite tech gadget:**  
Remote start on my car

**Favorite quote:**  
“The harder you work, the luckier you get.” - Gary Player

**Last book you read:**  
“The World’s Greatest Salesman”

**Mobile device of choice:**  
iPhone 6

**Favorite holiday:**  
Christmas

**Favorite charity:**  
Making our Moms Successful (MOMS) - Beyond the yellow ribbon

**What hobbies or interests do you enjoy outside of the workplace?**  
Hunting, fishing, snowmobiling, motorcycling

**Bucket list item:**  
Climb a real mountain

**Favorite movie:**  
“It’s a Wonderful Life”

**If you could go anywhere on your next vacation, where would you go?**  
Germany

**What is your dream car?**  
Porsche 911 GTS, Audi R8 Spyder, Lamborghini Veneno Roadster

**Fun fact about you:**  
I have a pilot’s license

**What’s the #1 most played song on your music player?**  
Bohemian Rhapsody

**If you were immortal for a day, what would you do?**  
Skydiving off a mountain in China

**What are you looking forward to most in the next 12 months?**

Selling my horse farm

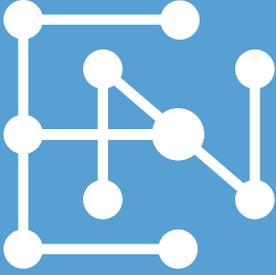


Emergent Networks

≡ CELEBRATING 30 YEARS ≡

3600 Minnesota Dr., Suite 150  
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**connections** made simple.



— SAVE THE DATE! —

BEARPATH COUNTRY CLUB

JUNE 15, 2015

THIRD ANNUAL

*Emergent Networks*

**GOLF**

*Classic*

TEE OFF WITH  
TECHIES



LONGEST  
DRIVE



CLOSEST  
TO THE  
PIN



LONGEST  
PUTT



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