



XperCARE Managed IPT Service



"We set out to modernize our communications with the most advanced, cost-effective solutions available, and we accomplished our goal thanks to XPERTECHS."

Anne McArthur
Surface Technology Corporation

XperCARE offers organizations the ability to ensure they are ready for converged communications, with network-readiness testing; pilot-phase troubleshooting, and implementation and ongoing maintenance. Once deployed, XperCARE optimizes the reliability and performance of IP telephony equipment and associated applications.

The world of converged communications doesn't need to be confusing or complex. XperCARE delivers simplified control through real-time and historical intelligence that helps organizations implement IP telephony (IPT) more quickly, troubleshoot more effectively and optimize reliability right from the start. XperCARE service easily scales to manage individual clusters to hundreds of thousands of phones. If you're still considering whether or not IPT is an appropriate solution, XPERTECHS can perform an assessment, as well as readiness testing and actual equipment migration and installation.

IP telephony applications demand a computing environment that delivers 24X7 availability and performance. In particular, management and optimization of IPT equipment requires a level of sophistication and expertise to isolate and automatically resolve individual problems across the infrastructure before call quality or service levels are impacted.

Benefits:

- Simple, predictable monthly pricing
- IPT expertise across the enterprise at affordable rates
- Greater accountability in managing IPT across multiple phases
- Easy installation and rapid deployment for easy return on investment
- Significant improvement in the speed and quality of IPT deployments
- Optimal call quality
- Ability to measure and document success of IPT implementation
- Central point of contact
- Freedom to focus on core competencies

Features:

- Real-time troubleshooting, service level management, performance and event management
- Visibility across your infrastructure, to ensure faster problem isolation and time-to-repair
- Built-in support for Cisco CallManager, 3Com NBX, and Avaya Office
- Special attention to newly emerging security issues that can affect IPT
- Scalability to hundreds of clusters and hundreds of thousands of phones



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"IP telephony platforms gave us the best functionality and value. Our VoIP system's easy-to-use features improved our messaging and productivity."

L.A. Weight Loss Centers

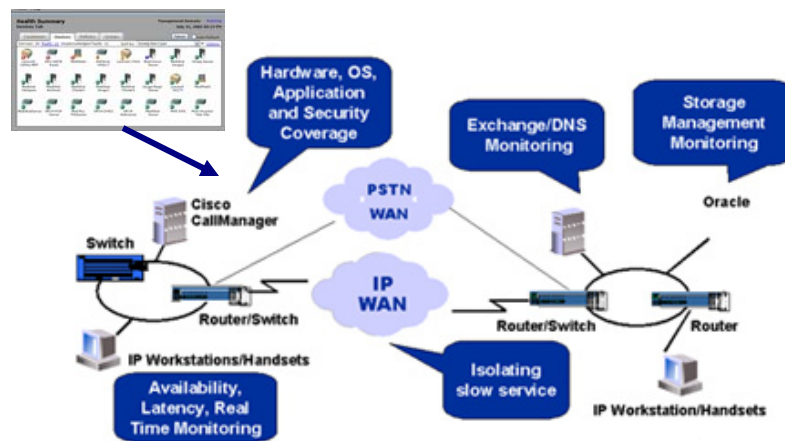
Reduce Downtime

We incorporate proactive monitoring in every service contract to reduce downtime and assure optimal voice performance by delivering a total view of the IP telephony infrastructure in real-time. Fault management eliminates "silent failures" and aids in proactively isolating the root cause of the problem while expediting troubleshooting and Mean-Time-To-Repair (MTTR). In particular, an effective strategy includes monitoring not only the application that routes stores, and reports on all calls, but also the gateway infrastructure that supports the application, and the generic networking infrastructure – routers and switches – over which the call is routed. Frequently, bottlenecks that have the potential to degrade service occur – not in the call management application – but in an interconnected server or switch. Without the ability to troubleshoot across the underlying infrastructure, it is difficult, if not impossible, to guarantee high levels of performance and availability.

Critical Support for Cisco, 3Com, and Avaya

XPERTECHS has expertise and tools specifically designed for Cisco CallManager, 3Com NBX, and Avaya environments, to simplify the deployment and ongoing management of IPT equipment in distributed, multi-site locations.

XPERTECHS' experience in remote IPT management includes learned best practices that allow businesses to immediately start realizing the benefits that come from a converged network infrastructure. XPERTECHS is a certified Cisco SMB Partner. Because the Company can anticipate and resolve problems remotely rather than with truck dispatches, XperCARE remote IP Telephony management represents significant savings and business value.



About XPERTECHS

XPERTECHS is an IT solutions firm that designs, builds and manages enterprise application infrastructure. Supplying only the 'best of breed' software and hardware products for our clients, XPERTECHS specializes in developing customized technology solutions for growing businesses. Hundreds of organizations have chosen XPERTECHS as their "Total Solutions Partner", because XPERTECHS is a leader in scalable systems, secure networks, strategic services, and proactive monitoring. We rapidly implement solutions that meet your goals and manage each aspect of LAN, WAN, IPT, Internet and Intranet services.

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