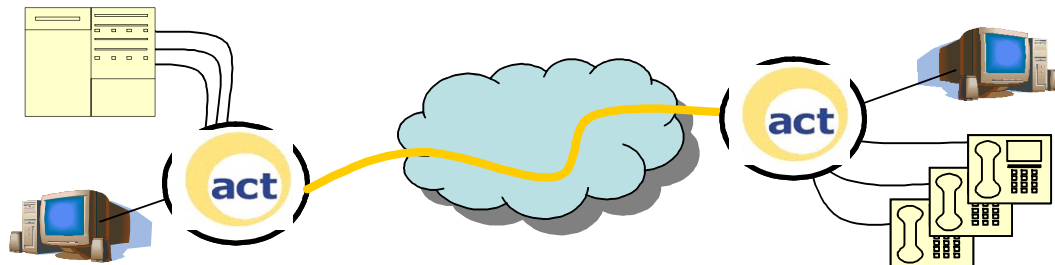




Services

ACTIVCONVERGENCE MANAGED SERVICES FOR VOIP AND DATA



Overview

If you are looking to take advantage of integrating your voice and data over IP, then you should be talking to Activator UK. We are experts in design, configuration and management of multi-site converged services.

Our expertise is in providing the wide area connectivity into head office and remote branch sites for the retail, hotel and SME. With the constant development of new IT applications and services it is difficult for an IT Manager or department to support multiple offices and branches, now add to that mix VoIP and that is when it make sense to look for someone to actively manage your wide area network for you.

Activator UK can take responsibility for the design, deployment and management of Quality of Service based IP applications such as VoIP, VPN, time sensitive applications such as Citrix and WiFi, looking after everything from the IP PBX and IP phones, to routers/firewalls and gateways, thereby allowing our customers to focus on their core business.

Activator UK selects leading edge products and integrates them into a complete managed service, providing our customers with the most advance networking capabilities with total support.

Activator UK's *ActivConvergence*

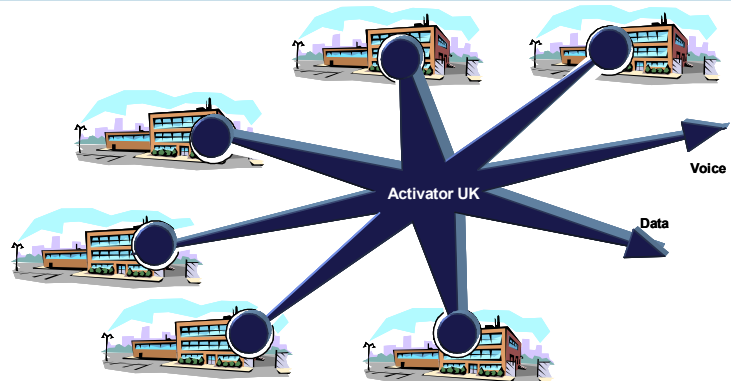
services can provide a complete managed solution to our customers including:

- Ordering and commissioning of the broadband connections, SIP Trunking and backup connections
- Converged network design and consultancy looking at backup strategies (ISDN, GSM or V.90

analogue telephone adaptors (ATAs)

- Business hours expert helpdesk – not an offshore call centre
- Next business day replacement or better of the customer equipment if required

Built around a centralised configuration management database,



Providing the Network Connection for Voice and Data

modem), circuit resilience (ISDN or PSTN breakout, dual homed ADSL, ADSL backup for SHDSL, VRRP for router resilience) and multi-site issues

- Pre deployment surveys and audits
- Configuration of the IP PBX, hosted VoIP service or firewall/router/SIP gateway
- Head office equipment and end to end secure network connectivity
- Configuration and commissioning support for any VoIP product or service including connectivity checks for IP Telephones and/ or

with a web based portal front end providing status and diagnostics information *ActivConvergence* makes the management of any size of network straightforward and simple. The unique configuration database makes changes to even a large number of remote users a quick automated process removing operator error and with full auditing.

So whether the requirement is to provide VoIP QoS for a single site, or secure communications for an international retail network – *ActivConvergence* can address your connectivity requirements.



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Service Specification

ActivationPoint Feature set

VoIP	SIP based VoIP Multi line Telephones, IP PBX from 2 to 200 users, Hosted VoIP service, with monthly seat rental and instant switch on. VoIP Proxies: SIP Proxy, MGCP Proxy, RTP Proxy VoIP Gateways: VoIP/PSTN gateway, VoIP/ISDN gateway
Interfaces	Broadband: ADSL, ADSL2+, SHDSL Dedicated Line: Leased line, Ethernet Backup: ISDN BRI, ISDN PRI, V90, GSM, Local Interfaces: Ethernet, WiFi, FXS, FXO
Key Features	Security: Firewall, IPSec VPN Networking: VRRP, MPLS interoperability

Service Details

The *ActivConvergence* service consists of a range of centrally hosted services and the Activator UK managed customer premises equipment deployed in the customer's office locations.

The *ActivConvergence* provides all of the network connectivity, prioritisation and resilience capacities required to deliver a mission critical managed service.

All of the products deployed in the service are remotely managed as part of the service, and simple configuration changes are included free of charge - this give the customer flexibility as changes in any business occur.

Most of our services are fairly generic. Once we have our customer's details we can create a service profile which can then be used for the majority of the customer's site. The generic services are listed along side.

Service Delivery

The *ActivConvergence* services have been developed to be remotely managed, providing the detailed diagnostics required to analyse and fix issues that can occur in a complex converged environment.

Typically a courier or the end user could install the *ActivConvergence* equipment. We can however offer onsite installation and support when required.

Once the service has been

commissioned all management and maintenance operation can be done remotely, and in the event of equipment failure replacement most product would be deployed for next business day replacement.

Support and advice is provides via the web based management portal or the UK based expert helpdesk.

The service includes the telephony 'adds, moves and changes' previously provided by a far more expensive PBX maintenance contract.

Generic Services:

Managed SIP Service

A managed SIP appliance is deployed on the customer site, and number of SIP VoIP accounts enabling either an IP PBX or a number of IP Phones to make incoming and outgoing VoIP calls

Managed Gateway Service

Consists of a managed SIP gateway on the customer site, and number of SIP VoIP accounts. The gateway enables traditional PBXs to take advantage of VoIP using a number of SIP VoIP accounts and creating a gateway between ISDN or PSDN from the PBX to IP. The Gateway provides intelligent routing between ISDN/PSTN and VoIP giving the custom the best of both

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