

Unified Communications

Overview: Unified Communications, or UC, is the integration of different communication methods such as email, voice, video, faxing and instant messaging into one unified source, accessible from a variety of different devices. This integrated solution is part of the existing IT infrastructure which also includes a company's CRM, ERP and mail system. Through these integrations, NWN Corporation has seen businesses benefit from cost savings, business resilience and increased employee productivity.

UC from NWN: NWN recognizes that companies need robust, flexible, full-service communication solutions that quickly deliver substantial returns on investment. As the number of users at a company increases, this solution must be adaptable and scalable. We therefore offer a comprehensive Unified Communications portfolio which includes the following four solutions:

1. IP Telephony, also called VoIP, Internet Telephony and Voice over Broadband is the routing of voice conversations over the Internet or through any other IP-based network.
2. Rich-media conferencing is an application for conducting meetings with many attendees from many locations. Networked meetings can now combine voice, video and data for attendees.
3. IP video broadcasting allows multicasting live events or prerecorded programs on a scheduled basis from analog sources such as video cameras, VCRs, satellite feeds, cable feeds, or existing ASF, AVI, or MPEG digital files.
4. Call Center applications deliver intelligent contact routing, call treatment, network-to-desktop computer telephony integration, and multi-channel contact management over an IP infrastructure. It combines multi-channel automatic call distributor (ACD) functionality with IP telephony in a unified solution, enabling

your company to rapidly deploy a distributed contact center infrastructure.

The NWN Difference: Unified Communications solutions provided by NWN Corporation are different than services offered by other systems integrators or telcos. NWN professionals have years of experience in the critical, peripheral solutions that touch the network including the physical and network infrastructure, systems, wireless, and security. When integrating UC, we can add advanced applications such as paging, call accounting, one-touch recording, XML application development and more. Further differing NWN from other companies, NWN offers a well-defined UC methodology, certified project managers and 24x7 monitoring with nCare™ Managed Services.

NWN UC Professionals: NWN Corporation's UC team has both depth and breadth of knowledge in legacy PBX, IP Architecture, and voice messaging technologies. The team holds a variety of skill sets including those from UC designers and consultants carrying the highest certifications and experience in the industry. Since UC technology is dynamic, NWN provides the tools and training to be well-versed in advances in this industry. Clients can be confident that we support the newest technologies.

For more information: An NWN Account Executive can present more information on any solutions and services. In addition to Unified Communications, NWN offers solutions in Enterprise Computing which includes Physical Infrastructure, Network Infrastructure, Systems and Wireless; Data Storage and Business Continuity; Information Security and Application Development. After deployments NWN can support your IT operations with our Business Solutions, Professional Services, nCare™ Managed Services and IT Staffing. We have branches throughout the US which can be seen on our website in the About Us, Locations section.