



## Consultancy Services – Voice/PBX Audit

BT's Convergent Solutions practice specialises in the integration of multiple communications services such as Voice, Video and a wide variety of data types and applications onto a single IP communications network.

Each of these services and applications may require particular handling to ensure that the ultimate benefits of convergence are realised: reduced costs, rationalisation of equipment, flexibility of operation and improved efficiency and collaboration.

BT has assembled a wide range of convergent solutions including IPT, CRM and Intelligent Application-aware and Optimised Wide Area Networking. In addition to these, BT's expert Consultancy Team enables customers to maximise the benefits of embracing these new convergent solutions.

### What is a Voice / PBX Audit?

A Voice Audit is an infrastructure audit of a customer's traditional voice network with recommendations for optimising your technology. We cover Nortel and Avaya PBX platforms.

For Nortel, we have a tailored **Nortel Switch Check** service which provides switch/network analysis for Meridian 1 (BCM & Succession) and associated Nortel Call Centre products. You will benefit from understanding how your switch or Call Centre is configured and more importantly, how it is performing.

For Nortel, we can also offer a **Nortel Switch Audit** which you can use to minimise the risk of communications fraud. This will include a review of the security of your Meridian 1 (BCM & Succession) system, check your configuration against known security breaches and provide a report detailing any perceived weaknesses and recommendations.

For Avaya, we provide an **Avaya Switch Performance** service which will assess and enhance the performance of your existing Avaya switches. You will benefit from enhanced operation and use of these switches.

In summary, we offer three options for Voice/PBX Audit Services:

- Nortel Switch Check
- Nortel Switch Audit
- Avaya Switch Performance

Your account manager can provide a detailed list of the tests performed and components assessed.

### What kind of companies would benefit?

- Anyone interested in voice network optimisation/deployment
- Anyone interested in up-to-date technologies e.g call centre/contact centre, CTI, IP telephony, Unified Messaging
- Companies with limited IT/Telecoms staff skill sets
- Companies with rapidly-expanding networks
- Anyone interested in migration to ACD/Call Centre technologies utilising existing platform PBX telephony platform

### Key Benefits

- Awareness of your existing Voice and PBX infrastructure, topology and configuration
- Knowledge aiding informed decision making
- Recommendations to improve your PBC performance and hence your company's efficiency and effectiveness

#### Benefits at a Glance

- Documented PBX topology
- Analysed PBX performance
- Recommendations for improvement
- Documented security weaknesses
- Communications fraud assessment
- On-site visit to present and explain the report and its findings

## Why should I have a Voice Audit?

- Maximise your Return on Investment (RoI) by fine-tuning your infrastructure to your precise needs
- Gain information and understanding about how voice technology can help you meet your business objectives
- Gain peace of mind with BT's impressive track record
- Benefit from the high level of certified technical expertise within BT

## What is involved?

One of our highly-qualified engineers will come to your premises and carry out the following activities:

**Nortel Switch Check:** Audit of hardware resilience (Options 11, 61-81 and Succession), configuration checks, trunk and networking resilience, feature usage, voice mail analysis, power systems, dialling plans and call centre checks.

**Nortel Switch Audit:** Analysis of the call barring and call forwarding setup, examine Meridian Mail, Call Pilot usage, barring and mailbox usage. Check networking access and barring.

**Avaya:** Health Check and Security Check of the switches, changes to VDNs and vectors, port usage and blocking, Hardware Vintage and Firmware check, tone and announcement checks, processor occupancy, load balancing, backups, networking resilience, dialling plans and lab testing (if appropriate).

## What will I receive after the audit?

- A report explaining the current setup of your voice service. The report will highlight any weaknesses and will include recommendations to optimise your service.
- In addition to providing the report, we will arrange for one of our engineers to visit your premises and present and explain the results.

## How long does a Voice Audit take?

The duration of a Voice Service Audit is determined at the point of sale.

These timescales cover time onsite and time to produce your report and prepare the presentation.

As part of the audit, the engineer may need to leave a laptop onsite for a period of time to collect the performance monitoring data

## Features

### Tools

BT engineers will use effective hardware and software testers as required to provide you with an accurate analysis of your Voice service and PBX.

### Report

The BT engineers will produce an easy-to-understand report which will outline the tests performed, results, explanation of the results and any resulting recommendations.

## How do I order a Voice Audit?

Talk to your account manager or visit [www.btireland.ie](http://www.btireland.ie)

## Why BT?

BT's extensive services and expertise are supported by two decades of world class experience, serving the needs of global customers across many different markets. BT designs, develops and manages IT network, infrastructure and services for organisations around the world. We help them address their challenges and make optimal use of the opportunities afforded by the digital networked economy.

What differentiates BT in this marketplace is not just our size, reach and network assets, but our unique insight into how networked IT services can be used to address strategic and operational requirements on a global scale, but also our local, helpful Service Desk and flexible approach to meeting customer needs.