

Alliant Technologies takes the complexity out of your migration to IP-based telephony with our Smooth IP™ suite of IP telephony solutions. All Alliant Smooth IP™ solutions are based on industry-leading Cisco solutions, featuring Unified Communications voice processing, voice mail and application servers.

## Analysis & Assessment

Alliant performs a comprehensive review of your environment including telephone systems, circuits and LAN/WAN network infrastructure and delivers a detailed technical, operational, and financial assessment customized to reach your IP telephony objectives.

## Design

Planning for a new IP telephony solution requires a multi-layered approach. Some of the details that Alliant engineers consider include: site cabling, LAN switching, Contact Center requirements, WAN circuits, Quality of Service (QoS) routing, equipment placement, packet latency, dial plans and legacy equipment integration.

## Procurement & Deployment

Alliant can create detailed parts lists, identify current promotions, and apply discounts that will bring the highest value. Alliant provides project management, implementation engineers, and end-user training classes to implement UC systems quickly and effectively.

## Managed Hosting & Disaster Recovery

Alliant manages a Tier 3 hosting facility in Northern NJ for clients who choose to co-locate their primary or back up UC infrastructure in a hardened hosting center with direct access to all major telecom carriers and IP peering points. The Aware Network Operations Center (NOC) has direct visibility into this space and monitors and manages all client equipment housed there.

## AMS Monitoring & Maintenance

Alliant Managed Services' NOC proactively monitors UC systems for service degradation, dropped network links, or equipment failure. Once a failure is identified, Alliant issues trouble tickets, performs immediate service repair, and provides regular status reports to the client until the issue is resolved. Repair is performed remotely or on-site, as required

## Smooth IP Admin

Through AMS Admin Services, clients can out-task the day to day administrative updates to their UC systems. Take advantage of Smooth IP Admin for moves, adds, and changes for Communications Manager, Contact Center, Presence, Mobility, Unity, or MeetingPlace applications.

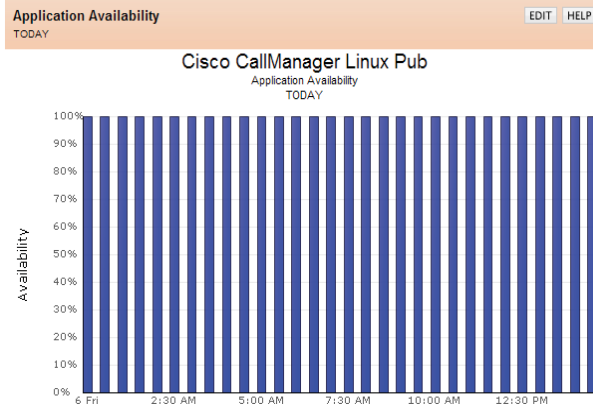
Converge.  
Simplify.  
Relax.

Smooth IP

Telephony Solutions Suite



Processes and Services					
COMPONENT NAME	PROCESS NAME (ID)	CPU LOAD	PHYSICAL	MEMORY USED	
				VIRTUAL	
A Cisco DB Replicator	dblrpc (13166)	0%	0%	0%	N/A
Cisco AMC Service	amc (15131)	0%	5%		N/A
Cisco CallManager	ccm (15705)	0%	2%		N/A
Cisco CallManager Admin	ccmAgt (16531)	0%	0%		N/A
Cisco CallManager Attendant Console Server	acsrvr (15857)	0%	2%		N/A
Cisco CTIManager	CTIManager (15799)	0%	1%		N/A
Cisco Database Layer Monitor	dbmon (13167)	0%	1%		N/A
Cisco IP Voice Media Streaming App	ipvmsd (15765)	0%	0%		N/A
Cisco License Manager	CiscoLicenseMgr (14609)	0%	2%		N/A
Cisco RIS Data Collector	RisDC (15120)	0%	1%		N/A
Cisco Tomcat	tomcat (13326)	3%	17%		N/A



## Why Unified Communications?

### Benefits

According to Forrester Consulting, the primary advantage of unified communications is to help organizations use technology better, simplify the user experience, and improve business performance by adding speed and agility to common business processes." Many companies are already reaping the benefits of IP telephony convergence and enjoying the savings on voice and IT expenses by 15-20%. According to Cisco Systems, some of the top reasons CIOs convert to IP telephony are:

- **Faster Business Processes.** With collaboration tools like Presence and WebEx Connect, over 50% of workers save up to 20 minutes per day completing tasks.
- **Reduced Travel Costs.** Tools like TelePresence and WebEx Meetings save 5+ days of travel per year.
- **Improved Customer Service.** By having the right resources available, first call resolution for customer requests increases by 10%
- **Lower TCO.** The convergence of voice, data and video on a common backbone and administrative interface saves time and money.

## Why Alliant Technologies for Unified Communications?

### Experience

Since 2002, Alliant has installed over 15k IP handsets, both domestically and internationally. Industry expertise spans manufacturing & distribution, professional services, health care, and real estate.

### Expertise

Cisco Gold Certification with a Master Specialization in Unified Communications, and Advanced Specialization in Contact Centers, MeetingPlace, and Wireless. Solution Provider for AT&T network services.

### Breadth of Services

Service portfolio covering your full Unified Communication requirements - LAN/WAN, Cabling, Telecom and 'Day 2' AMS IT Support Services.

### Methodology

Alliant engineers and analysts consider all aspects of the implementation and its effects on your customers, your infrastructure and your business.

### Partnership Approach

Alliant is focused on meeting your IP communications objectives. We partner with your team and provide the flexibility to meet your unique requirements.



Cisco Systems SMB/Commercial Partner of the Year - US/Canada

The buzz around the company on the new IPT system has been amazing. It's really been a positive paradigm shift - instead of a "group of companies," the system has turned C/S Group into a "family of companies."

Michael Dyson  
Director of IT  
C/S Group of  
Companies

### The Cisco Unified Communications Advantage

Cisco Systems is the industry leader in unified communications solutions, with more than 60k Cisco Unified Communications customers worldwide and more than 18 million IP phones shipped.

### The Alliant Advantage

As a proven leader in IT engineering and convergence, Alliant Technologies offers a full range of IT infrastructure services including: enterprise networking, IP telephony, server & desktop virtualization, storage consolidation, datacenter migrations, managed services, and infrastructure cabling.

Headquarters  
35 Airport Road  
Morristown, New Jersey 07960  
P - 973.267.5236  
F - 973.267.5237

Sales & Engineering Offices:  
Boston  
New York City  
Philadelphia

[www.AlliantTech.com](http://www.AlliantTech.com)