

TCI CONNECT

Next Generation Unified Communications



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At-A-Glance

Mitel Exclusive Applications:

MiTeam - Team collaboration, persistent workspace - meetings, conversations, content collaboration and project management.

MiCollab - integrated suite of applications for Audio, Video and Web Collaboration and Communication

HotDesking - Allows any phone to be customized with one simple pin code entry

Teleworking - Take your Office Communications with you - at home or on the road. Soft or hard phones available

Mobility - Single Number Reach, Find Me and Call Twinning along with Full SoftPhone client for your mobile devices

BYOB - Bring Your Own Bluetooth - Use any Bluetooth device OR Cell Phone in conjunction with your desktop device

We will NEVER implement a TCI Advantage Solution on a network that cannot support it. Our team of network engineers will ensure that a solid network foundation exists BEFORE we begin a project, combining our managed services with our UC and Security solutions for a comprehensive technology solution from a single provider.

Is your Network Infrastructure ready for that next generation Unified Communications Solution?

Even the BEST Unified Communications (UC) systems are only as good as the network they are running on.



To ensure that your UC Solutions will work well on your network, you need to take several things into account before beginning any implementation.

First, **UC is a mission-critical network application.** Historically, Email may have been the most critical application on your IP network. And although email is very critical, it typically demands little of a network because it is forgiving of network delays.

Second, **UC traffic needs a solid infrastructure.** Those old hubs in the wiring closet just aren't going to cut it if your new UC Platform is to provide high-quality audio and video. You will need a network infrastructure that is fast and reliable to speed along that VoIP traffic with minimal delays. Also, your network MUST be secure -- free of viruses, malware and intrusions. You don't want this mission-critical application brought down by a security hole.

Third, **Quality of Service (QoS)** on your network is absolutely critical. Voice traffic cannot be competing with someone downloading a 100 MB PowerPoint or streaming Pandora. The network must be designed so that voice has higher priority than just about every other application currently on the network. That is because Voice is more delay-sensitive than 99% of other applications that run on your network. In fact, audio is even more sensitive to delay than video.

Unless you're building out a brand-new business from scratch, you have some kind of network in place and running. Design planning and onboarding MUST involve a health assessment including a review of the current network and access to any existing documentation.

Review of current network infrastructure - The reliability and suitability of the current network infrastructure is THE SINGLE BIGGEST FACTOR in determining a successful UC deployment.

This is where **TCI Connect** comes in. Wrapped around our next generation UC Solutions, **TCI Connect** provides a comprehensive three pronged approach to ensuring your Network Infrastructure is not only *ready* for your deployment but will operate as expected for years to come.

- Before Implementation - Our comprehensive **Net360** Network Assessment
- During Implementation - Remediation & Onboarding Process
- After Implementation - SLA Based Maintenance and Network Monitoring

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TCI offers a wide selection of best-in-class VoIP Business Telecommunications Solutions and industry-leading unified communication solutions for businesses of all sizes. All of our solutions can be expanded into full, feature-rich UCC solutions. And because we give you the option to run these powerful solutions on our hardware or on your servers through software, you can expand on your terms and your timing... we call this the TCI Advantage.

TCI Connect is our offering that consists of our flagship Voice, Video and Unified Communications solutions which we design, deploy and manage on your network...on your premise or in your private cloud.

