



AVAYA

Platinum
BUSINESSPARTNER

Professional Services and Exceptional Deployments



Designing and Installing Your Custom Solution



Helping Your Business Perform

Getting the most from your communications system is no longer optional. Your business depends on successful communications between your employees, your suppliers and your customers. The more efficient and easy it is to communicate, the more productive the workforce is. BrantTel Networks has been providing Professional and Deployment Services that add value to your communications infrastructure for over 25 years. BrantTel Networks brings the best in Professional Services and Deployment Expertise to every customer solution.

Professional & Engineering Services

Our Engineering Staff is comprised of Telephony and Network professionals from around the world. We employ technically competent people who are experts in their fields and maintain the highest Avaya, Extreme Networks, Cisco and Microsoft Certifications. This is what they bring to every BrantTel Solution:

Contact Center Design and Control

IP Contact Center design including extended interaction capabilities (web interaction, fax, email and voice), CMS & ACD design, deployment and maintenance (including media and skills based routing) IVR & Speech applications including Speech Self Service, Automated Speech Recognition, Text-to-Speech and Speaker Verification. IP Agent functionality can increase worker productivity while providing seamless customer contact integration Advanced Business Intelligence tools to provide dashboard functionality for quality assurance monitoring and performance management.

Network Assessments

Our network analysts can perform a variety of tests and assessments on your internal corporate network to ensure that security, application integration and IP configurations are sustainable, maintainable and scalable. Our experts have the experience to ensure that our customers network is ready for a full VoIP deployment. Our tools are industry proven and our troubleshooting techniques can provide improved network performance.

VoIP, SIP & Unified Communications Expertise

Get the most return from a technology solution with the use of standards based communications protocols. BrantTel has been delivering IP Telephony solutions for over 7 years. Enabling Voice QoS on Corporate Networks is where BrantTel excels, let our IP team assess and deliver a VoIP enabled solution. Our SIP Enablement team can provide such feature-rich tools as voice-enriched e-commerce, web page click-to-dial, Instant Messaging and a host of Unified Communications tools that enhance employee productivity and give business of all sizes strategic advantage.





Deployment Strategy

Installing a state-of-the-art communications system takes the combined resources of Project Managers, Engineers, Software Designers and Technical staff. BrantTel Networks delivers a turnkey deployment that does not affect our customers existing operations. We have completed overnight or weekend cutovers to satisfy our customers business requirements. Our experience in the industry and over 3000 deployments to date provides us the expertise to know how to do it right "the first time".

Project Management

Professional and excellence in Project Management is the core of any deployment. The BrantTel PM team is highly trained to ensure that your deployment or project is on schedule and planned in a manner to optimize the experience of the end user. This is accomplished while maximizing your investment. Following industry leading PMP standards the BrantTel PM will customize a project plan, communicate and update the plan with your staff, and ensure that the BrantTel team delivers the resources required to ensure delivery excellence. We take the stress of deploying new technology into our hands.

Software Design

Our fully certified Avaya software design experts design maximize your infrastructure to ensure that call-flow and work-flow is maximized to the fullest. Our experts provide a customized solution that fits the nuances and process that your business has. Our software designers are constantly trained to ensure they are designing best practice systems for our customers.

Managed Services

BrantTel Networks provides a host of Managed Services that can help your business where it needs help the most. We provide fully outsourced network management arrangements, including IP telephony, messaging and contact center, virtual private network (VPNs), managed firewalls, and monitoring/reporting of network servers. If you require a MSP, let us show you how we provide industry leading expertise.



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About BrantTel Networks

A solution provider of Avaya Communication products, BrantTel is an Avaya Platinum Business Partner and is the oldest distribution arm in North America for this global leader of IP telephony and voice solutions. In fact, BrantTel Networks is the only Platinum Loyalty Avaya partner certified across North America.

BrantTel provides full turnkey design, deployment and ongoing services to thousands of customers. These customers are provided services by fully trained and qualified technicians, software specialists, project managers and IP engineers who are experienced, trained and professional to ensure that the customer experience is exceptional.

Successful deployment of IP telephony has become a leading requirement in the voice market space and BrantTel has attracted and trained qualified IP specialists to provide the necessary resources to market and deploy IPT. The deployment program is backed by a highly qualified customer service team which provides a strong backdrop for ensuring customer satisfaction.

BrantTel Networks provides and supports a host of other applications including Multimedia Messaging, Voice and data wireless solutions, Enhanced Call Center applications, Network Analysis, Voice Recording, Traditional TDM telephone support and more. The BrantTel professional services team is prime on ensuring the smooth deployment and support of these business driving applications.

BrantTel Networks can support your enterprise needs whether it be a single site or a fully meshed network of multiple sites across the country. The company provides single point of contact and system management tools to ensure that the efficiencies in deployments and services are realized. The BrantTel team strives to provide applications that realize a strong return on investment for our customers.



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