

# Avaya Savvy

Complete and professional Avaya Sales, Installation and Service



**AVAYA**

**BUSINESSPARTNER**  
Platinum



# Putting it all Together

With 25 years experience selling, implementing and servicing critical communications solutions BrantTel Networks has the experience to handle your Avaya investment. We are the only loyalty Platinum Business Partner certified across North America and in fact we were the first certified Canadian Business Partner.

How's that for experience!

We have the knowledge, vision, and support practices that businesses of all sizes rely on to keep their critical communications infrastructure tuned to perfection.

## Fast Thinkers

The ability to react to a pre-sales question, or a complex tier 2 issue is something that BrantTel excels at. We have an expertly skilled technical staff that has a combined 100 years experience working with and learning the Avaya product portfolio.

All of our technical staff undergo a rigorous training regiment to become "field ready". We believe that keeping a high level of technical aptitude gives more back to our customers, and let's them know that we focus on providing the highest level of technical and professional services.

Our design engineers maintain all the current product certifications to ensure that every customized design uses the latest and most current products available, so customers are getting the best possible solutions.

BrantTel is authorized to design, sell, implement and service both enterprise and small business Avaya solutions. We believe that as a Platinum partner we need to provide the complete product line that Avaya offers.

BrantTel Networks employs MCP's, MCSE's, ENA's (Extreme Networks) and Avaya ACE's (the highest Avaya technical certification).

BrantTel Networks has more ACE certified staff than any other Avaya business partner in Canada.



**Microsoft**  
CERTIFIED  
Systems Engineer

**AVAYA**

Certified  
Specialist



**AVAYA**

| Certified  
Expert

# Professional Services

Our project managers are fully trained and certified experts. They have a combined 25 years of experience project managing communications deployments. Following industry leading PMP standards the BrantTel PM will customize a project plan (with complete scope of work), communicate and update the plan with your staff, and guarantee that the BrantTel team delivers the resources required to provide delivery excellence. We take the stress of deploying new technology into our hands.

We don't cut corners with our "do it right the first time" philosophy. If you require a weekend, or evening cutover so to avoid interruption of business operations, we can accommodate.

# Installation & Service

BrantTel Networks has an extensive and sophisticated customer base. With our unique ability to provide continued "value-add" services and technology consulting, we keep our customers happy.

Our lead installers are Avaya ACE certified, we put qualified people on your project to ensure that quality of service is maintained to the absolute highest level. Our TAC service staff are ACE and ACS certified, we take service very seriously. Your communications system is the heart of your business and both our installation and service teams operate with this in mind.

# Committed to Excellence

BrantTel Networks makes a commitment to each and every customer solution that we sell, deploy and maintain. Our goal is to manage each and every aspect of your communications solution so that you are getting the most productivity driving applications for your business. BrantTel works with you over the long term, consistently evaluating your communications roadmap and providing consulting on where you turn to next.

# Product Competencies at a Glance

## Core Technology:

- IPT
- S8XX0 Media Servers
- GXX0 Media Gateways
- CMS
- Communication Manager
- Management Tools (AIM, SUMP, MSA, VOIPMON)
- VPN and Security Solutions (VPN Hardphone)
- SIP Enablement & Programming
- AES/CTI
- Extreme Networks Summit/BlackDiamond
- Juniper Networks suite of products

## Applications:

- One-X Mobile
- One-X Portal
- Contact Center Express
- IP Agent
- Converged Network Analyzer (CNA)
- Customer Interaction Express
- Interaction Center
- NICE, Witness Contact Center Analytics
- Meeting Exchange (Express & Enterprise)
- Modular Messaging (One-X Speech)
- Proactive Contact
- Video Conferencing/Telepresence
- IP Phone Applications
- Unified Communications (Microsoft/Exchange/Communicator)
- Voice Portal

## Contact Us

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