



Voice Solutions

Since 1995, Eze Castle Integration has delivered premier voice solutions to more than 500 investment firms, handling everything from assessment and implementation to ongoing support and maintenance. Eze Castle understands the distinctive technology and business requirements of financial firms and has the experience necessary to deliver intelligent, highly available and secure communications solutions.

Eze Castle voice consultants and engineers hold multiple certifications and have extensive knowledge in creating tailored solutions that meet a client's precise business requirements and budget. Eze Castle provides expert guidance on building a core communications foundation as well as strategies for voice disaster recovery, leveraging video telephony and increasing mobility.

Eze Voice Services

Solution Design

Eze Castle works closely with clients to design a custom solution, starting with a voice needs assessment to understand the firm's criteria and growth plans. Eze Castle then designs a solution using proven Avaya technology.

Procurement

With the design set, Eze Castle handles the procurement process. As an Avaya Business Partner, Eze Castle has extensive expertise and secures competitive pricing to ensure clients receive the most effective solution.

Implementation & Project Management

An Eze Castle project manager and engineering team handle the complete implementation process including pre-installation preparation, deployment and testing. Eze Castle is focused on supporting clients throughout the entire process and is on-site for the new system go-live.

Support & Maintenance

Post-installation, Eze Castle provides continuous, comprehensive and cost-effective maintenance and support that helps ensure maximum system performance, reliability and availability.

Avaya Business Partner

Eze Castle is an Avaya Business Partner, a fact which highlights our deep knowledge, experience and commitment to delivering high-quality Avaya voice solutions. Eze Castle has an in-house, certified Avaya team that manage the complete lifecycle of an Avaya solution.

EZE VOICE SOLUTIONS FEATURES

- Avaya Business Partner
- Experienced, certified engineers
- Full array of Avaya services and solutions
- Continuous and comprehensive support
- Competitive pricing

❖ About Eze Castle Integration

Eze Castle Integration (www.eci.com) is the leading provider of technology and IT services to the investment industry. The company's service areas include Startup and Relocation, Outsourced Technology Support, Professional Services, Telecommunications, Disaster Recovery and Business Continuity Planning, Archiving, Storage, and Internet Service. Eze Castle Integration is headquartered in Boston and has offices in Chicago, London, Los Angeles, Minneapolis, New York, San Francisco, and Stamford. © 2009 Eze Castle Integration, Inc.

Avaya offers a broad array of unified communications solutions that help firms increase productivity, improve response times and reduce costs by integrating multiple forms of communications including voice, e-mail, instant messaging, video and Turrets.

Avaya solution highlights include:

Avaya Aura™ Communication Manager

A software foundation that's open, highly reliable and extensible, Communication Manager offers centralized call control for a resilient network. Advanced capabilities include mobility applications, call center features, conference calling and E911 capabilities.

Avaya Aura™ Communication Manager Messaging

This application provides call answering and messaging capabilities that let a user manage messages on a PC, add a voicemail component to a text message and listen to text messages over the phone.

Avaya Aura™ Presence Services

This service collects and disseminates rich presence information between Avaya and other third-party endpoints. The presence information allows users to locate colleagues and experts to address client inquiries or solve a critical project problem in real time.

Avaya Aura™ Session Manager

Session Manager enables a distributed system featuring multi-vendor integration, centralized dial plans and user profiles, easier centralized SIP trunking and enhanced scalability and security. This architectural flexibility allows firms to reduce telecommunications and management costs and increase agility by providing rapid deployment to various users and locations.

Avaya Aura™ SIP Enablement Services

This application provides connectivity, integration and a smooth migration path to SIP-based communications. As a result, firms can deploy SIP telephony alongside existing analog, digital (DCP) and IP telephones. Multi-vendor telephony can be integrated for greater collaboration and productivity.

Avaya one-X Mobile

This application empowers the mobile worker by linking the deskphone and mobile device for improved responsiveness and productivity. Features include one number access, seamless transfer of calls between mobile and deskphone and a single voicemail.

Avaya Aura: The Benefits of Unified Communications

<i>Enterprise Goal</i>	<i>How Avaya Aura Delivers</i>
Cost Savings	Simpler centralized management allowing continuous optimization of the communications network. Reduced PSTN usage through a single firm-wide dial plan, sharing trunks and applications. Reduced server and hardware footprints.
Business Continuity	Extensive high availability capabilities including: a globally deployable active/active SIP core; fully redundant servers; redundant media and network paths; and regional, local and small office survivability.
Increased Productivity	Faster deployment of the right Unified Communications applications to the right users everywhere. Services deployed on-demand to users based on who needs them, not the systems they are connected to, in a fraction of the time it takes today.
Evolve at Your Pace	Avaya Aura allows you to maintain existing features and systems while incrementally adding new technologies.
Interoperability	Open standards and multi-vendor interoperability eliminate vendor lock-in. Rich integration with Microsoft, IBM and other business applications.



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MORE INFORMATION

Eze Castle Integration is a leading provider of voice solutions for investment firms.

To learn more,
Call today: 800.752.1382
or Visit our website at www.eci.com

