

People. Process. Technology.

You do not have to do it alone. Regardless of your enterprise voice strategy, we make it better. We take the responsibility and you take the applause.

T2M Day2

Turn the management and maintenance of your on-premises Skype for Business deployment over to T2M. Experience state-of-the-art monitoring tools, configuration change control, scheduled patching, and proactive trouble alarm resolution.

T2M Engage

Gain predictable financial governance over IT projects with a comprehensive range of engineering expertise delivered in an Engineering as a Service (EaaS) model. Get the benefit of world-class staff augmentation without the full-time commitment and leverage a "deep bench" of flexibility.

T2M Managed SBC

Get a "security guard" at your IP network border. T2M Managed SBC protects you from attacks, provides translation between different communications protocols, and helps ensure network traffic efficiency all while allowing you to realize the benefits of converged communications.

DAY2

Practice Overview

- Managed service support for the on-premises Microsoft UC stack
- Relationship transparency
- U.S. based support staff
- Automated ticketing
- Agent based toolset
- Best practice guidance
- ITIL based framework

Portal Access

- See real-time dashboard updates
- Avoid surprises
- Utilize intuitive web-based access
- Benefit from advanced reporting
- Schedule MAC activity
- Shorten provisioning timelines
- Leverage troubleshooting tools
- Set proactive alarm notifications

Monitoring

- 24/7 real-time polling
- Informational events
- Warning indicators
- Exception triggers
- Fault diagnosis
- Trouble resolution
- Performance statistics analysis
- Data safeguards

Supported Roles

- Skype for Business servers
- Active Directory related to SfB
- Exchange UM related to SfB
- Gateway / SBC devices
- Reverse Proxy related to SfB
- SQL Express related to SfB

Supported Actions

- Request fulfillment i.e. MACD
- Standard incident management
- Major incident management
- Root cause problem analysis
- Tier 2 support
- Tier 3 support
- Incident escalation

Advisory Services

- Change planning & guidance
- Infrastructure MACD guidance
- Site addition planning
- Site decommission planning
- Trunking change planning
- Network planning suggestions
- Configuration archiving

ENGAGE

EaaS Delivery Model

- Predictable monthly billing
- Defined monthly hours
- Access to a broad range of skill-sets
- Technical versatility
- Priority scheduling
- Burst availability for time-sensitive projects

Assessment

- Baseline evaluation
- Environmental discovery
- Readiness analysis
- Technology assets inventory
- Performance concerns identification

Planning

- Project goal establishment
- Business & technical functional requirements identification
- User profile creation
- Work streams mapping
- Project team assignments
- Review stakeholder expectations
- Success criteria definition
- Confirm privileges & security

Design

- Detailed design documentation generation
- Define user migration calendar
- Transitional requirements identification
- Work Breakdown Structure creation
- Back-out approach development

Migration / Deployment

- Proven migration framework
- Best practices methodologies
- Platform build-out
- Application testing
- Fail-over testing
- Production turn-up
- Timeline management
- Training

Consumption

- Use case customization
- User experience optimization
- End-state achievement
- Turnover to daily operations
- Support & Maintenance

MANAGED SBC

Service Overview

- Fully managed T2M “white glove” service delivery
- Agile and flexible network connectivity between the PSTN and your SIP trunks
- Transcodes between multiple codecs
- Includes centralized policy & service change management
- Concurrent call configuration
- Broad SIP interoperability
- Detailed reporting with full Quality of Experience monitoring

Robust Security

- Complete perimeter defense
- Cyber attacks
- Service theft
- Spoofing
- DDOS
- Policing of traffic to prevent overloads and direct it to the right paths

Functionality

- Call routing
- Signaling
- Media processing
- NAT traversal
- Security Protection
- Quality of Service
- SIP header manipulation
- Encryption & authentication
- DTMF detection & insertion
- Media transcoding support
- Route prioritization

Support Services

- U.S. based support staff
- 24/7/365 access to resources
- Industry certifications across multiple cloud platforms & virtualization technologies

Cloud-Native Deployment

- Run-time ready – no customer configuration required
- Provides elasticity – the ability to scale up or down on demand
- High availability environment
- Disaster resilient infrastructure
- Global location availability
- Seamless integration with DevOps and automation tools