

## ***Own Cisco CallManager and leave the management to us***

Some customers prefer to own and manage their own Cisco CallManager/Unified Communications Manager.

With over 10 years of experience with CallManager, we can help. We can configure and manage CallManager for you, so you can realize the benefits of a robust IP communications system without having to learn and support a new software platform.

**Initial Deployment and Configuration:** We can set up your CallManager to meet your requirements. If your CallManager has already been installed, our technicians will review the configuration and make changes as necessary to meet your specifications.

**Ongoing Management:** Appia will conduct ongoing maintenance of your CallManager servers. This service includes installation of operating system and Cisco CallManager patches and upgrades. We test patches and upgrades as they are released to ensure that they are ready for a production environment.

**Regular Backups:** Each week (or more often if you wish), your CallManager is backed up to an Appia data center, enabling easy recovery from a disaster at your premises. Our data centers are located in secure, telco-grade facilities and all of our systems are redundant.

**Moves, Adds and Changes:** Appia can implement moves, adds and changes as your needs change and evolve.

## ***Use Appia's TotalConnect Solution to Reduce Costs and Simplify Management***

Appia's TotalConnect provides one or more T-1s between your site and a nearby Appia operations center. Use TotalConnect for inbound and outbound calling (including toll-free) and Internet access. TotalConnect:

**Reduces capital expenses:** TotalConnect reduces your CallManager investment because you do not need additional equipment to connect to the public telephone network.

**Reduces operating costs:** TotalConnect reduces your monthly costs with Appia's low calling and Internet access rates.

**Simplifies management:** TotalConnect makes it easier to manage your installation because there's only one vendor to call and because we monitor your connections on a 24/7/365 basis.

*To learn more about how Appia can help support your CallManager, contact your Appia partner or call 877-277-4297 today.*



Simplify and Save with Appia Managed Services