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# PLATINUM SOLUTIONS GROUP

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## Unified Communications

Today Cisco leverages all aspects of communication through their Unified Communications products. These products add Multimedia collaboration to the IP Network. At Platinum Solutions Group we have CCIE Voice certified consultants that are highly specialized in this sector of the business. Our Cisco CCIE Voice consultants can assist at any level of your business needs. From Pre-Sales Design, Re-Design, Implementation, Complex Configuration, Operating Maintenance, Troubleshooting, Day 2 support. We also provide end - to - end training beginning at the end-user level and leveraging the customer need all the way to Expert if desired.

Within the Cisco Unified Communications Suite, our engineers come with a wealth of experience and certifications to include:

### Communications Infrastructure

- Voice Gateways (H.323, MGCP, SCCP, SIP)
- POE Switches and Servers
- Existing PBX interconnect with Cisco Solution

### IP Telephony

- Unified Communications Manager (CUCM)
- Unified Communications Manager Business Edition (CUCMBE)
- Unified Communications Manager Express (CUCME)
- Unified Mobility (Mobility Connect, Mobile Voice Access)
- Unified SIP (CUBE)
- IP Phones (SIP, SCCP)

### Messaging

- Unity (Unified Messaging, Voicemail Only)
- Unity Connection
- Unity Express
- VPM Integrations
- PIMG Solutions with Existing PBX

### Customer Contact

- Unified Contact Center Express (UCCX)
- Integration and Advanced Scripting

### Unified Communications Applications

- Unified Presence
- Conferencing / Unified Videoconferencing
- Unified Meeting Place and Unified Meeting Place Express
- Web Ex

When managing Cisco Unified Communications Solutions, we believe in a 5-step process; Plan, Design, Implement, Operate, Optimize. Platinum Solutions Group can tailor this model to accommodate any customer solution needed.