



Beyond technology



Solutions & services

**ULTRATEL**  
International Corporation



## Solutions & services

Our solutions help improve customer interactions, get more from existing infrastructure, improve workforce efficiency and secure business communications

### **Performance is Everything!**

After years of experience through its related companies, providing ICT infrastructure and support for our clients' businesses, we have learned a great deal. Not least, the importance of delivering all services that are tuned to the demands of their business and not the technology



**Our solutions** help our clients to improve their customer interaction, capitalize from existing infrastructure, increase workforce efficiency and secure business communications.

Increasing deployment of collaboration and presence based technologies means that effective integration of a users PC, desk phone and mobile devices is critical. In addition, technology that was once based on proprietary hardware is now being implemented on industry standard server platforms and operating systems sharing common infrastructure thereby increasing the need for robust and comprehensive support services.

ULTRATEL is present to respond to these needs with a broad range of services spanning from Consultation and Design within Professional Services, via Implementation Services to sophisticated Remote Managed Services.

**Unified Communication:** "Unified Communications" is a recent phrase completing a list of "buzz-words". It includes the integration of different communication systems. But this one will appear to be more than just hype. Existing means of communication are synchronized and made available in real time.

These comprehend not only fixed and mobile telephony but also electronic Messaging, ranging from e-mail to instant Messaging. Absence/presence Information can also be presented just like Voice mail, fax, classical audio and video information and "conferencing" in the broad sense of the word using the Web. "Unified messaging", "unified voice-mail", whiteboard and the IP-PBX, with voice over IP complete the list.

Just remember, once upon a time ...we had a different isle for each type of communication.



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**Contact Centers:** Contact centres are used in many organisations, both public and private to improve interaction with customers. It is vital to have an effective method of getting traffic to the right agent, to answer a query or resolve an issue swiftly. ULTRATEL offers a range of solutions which enhance customer interactions, improve satisfaction and retention, and drive upturn in overall business performance.

**Security:** Large quantities of data, video and other information are being transferred every day to security and control systems. In today's solutions, handling the information and distilling the right solution is the real issue for today's security manager.

Security is an important part of your business organisation. Security involves communication, protection of goods, data security, safety of the people. Security will have an important impact on the comfort of your staff.

ULTRATEL provides solutions for capturing video, audio, voice, data, alarms, dry contacts, SNMP-traps,... and transforms this information into intelligent data.

## **Managed Services**

### **Remote managed services**

ULTRATEL developed a set of Remote Managed Services in order to meet increasing market demand for high level solution management, very fast reaction time and comprehensive service value.

### **On-site Networks and Facilities management**

Notwithstanding the increasing amount of remote works that can be managed from a central place, Customers always need local presence for specific on-site activities. ULTRATEL aims to answer such need providing on-site service to the frequency and occurrences that will fit the customer needs.

### **Field Maintenance Services**

Even if the remote incident resolution ratio is rather high as well as other requests fulfilment, the field maintenance service is very important. Indeed, the criticality of certain faults imposes rapid and efficient solutions in order to restore in the shortest delay any situation that could impact on customers' business and activities.



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## **Professional Services**

### **Consultancy Services**

ULTRATEL offers a set of Consultancy services to help its customers understanding and matching their business needs with current technology trends. As manufacturer independent integrator, ULTRATEL shall analyse its customer's individual business situations in order to provide the most economical and feature effective solutions.

### **Design and Integration services**

Once a solution has been analysed and defined it needs to be designed and integrated matching both existing customer infrastructure and business processes.

### **Network optimisation**

Does your Network fit with your actual and future needs? Or could it be optimised to better match your business? ULTRATEL aims to answer any of your questions about capacity and capabilities.

## **Implementation Services**

### **Hardware and Software implementation**

Implementation of new systems and applications require a very precise management in order to not disturb customer business activities. Damovo processes are made to maximise off line works, reducing risk of customer activities disturbance. All works that could interrupt the service are carefully planned with the customer outside working hours.

ULTRATEL manages the projects making sure;

- that the phased planning is strictly followed and reported,
- that the customer gets one dedicated project manager supported by ULTRATEL organisation,
- that the lead time will be met,
- that the customer can concentrate on his core business

### **Project Management**

The actual communication solutions are more and more sophisticated and require a real expertise to get implemented. Because it has to fit to the customer's organisation, the customer participation during the implementation may be quite heavy.

With this Project Management service, ULTRATEL provides the customer with the needed expertise to co-ordinate and manage the processes regardless of size and scope of the project. The service shall ensure that the project goals are achieved within stipulated time and specification. The project manager will act as the single point of contact and be responsible for the whole co-ordination and planning to allow the customer to concentrate himself on his business.



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### Training

Managing today's complex communications solutions demands an extensive knowledge in how to use both technical and human resources in an effective way. Not using resources effectively may affect the benefits the customer gets from its network in supporting the business.

ULTRATEL Training Program provides the Customer information and training to better utilise the technical resources of deployed networks and applications. The training will be designed according to the Customer needs and the existing communication solution.

### Contact us

ULTRATEL International Corporation. "WhitePark House", White Park Road, St. Michael, Bridgetown. BARBADOS  
Tel: (246) 427-8617 [www.ultratelic.com](http://www.ultratelic.com)