



Voice over IP Solution Practice



TO LEARN MORE

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UTC Associates, Inc. (UTC) is a solutions-based professional services company focusing on all key aspects of complex network planning, designing, testing, and implementation, as well as on the ongoing operations of your network.

UTC Carrier & Enterprise Voice over IP Solution

UTC's Carrier Voice over IP Solution enables service providers and enterprise customers to seamlessly converge voice and data onto a single integrated network. UTC's IP Telephony Solution enables you to integrate voice and data onto a single network infrastructure while maintaining the same "dial-tone availability". With UTC, service providers and enterprise customers are able to make informed decisions on initial viability of VoIP solution into the existing environment while reducing the time delays and costs associated with implementing a VoIP solution.

VoIP Architecture Solution Deployments

UTC has experience dealing with multiple configurations dependent on customer and existing Infrastructure that include:

Carrier Solution

Carrier migrating from UNE-P to VoIP. Typically deployed new IP infrastructure with feature server that may be owned by carrier or resells existing wholesale carrier's solution. Carrier leverages PRI's with existing CLEC for handling local calls and 911.

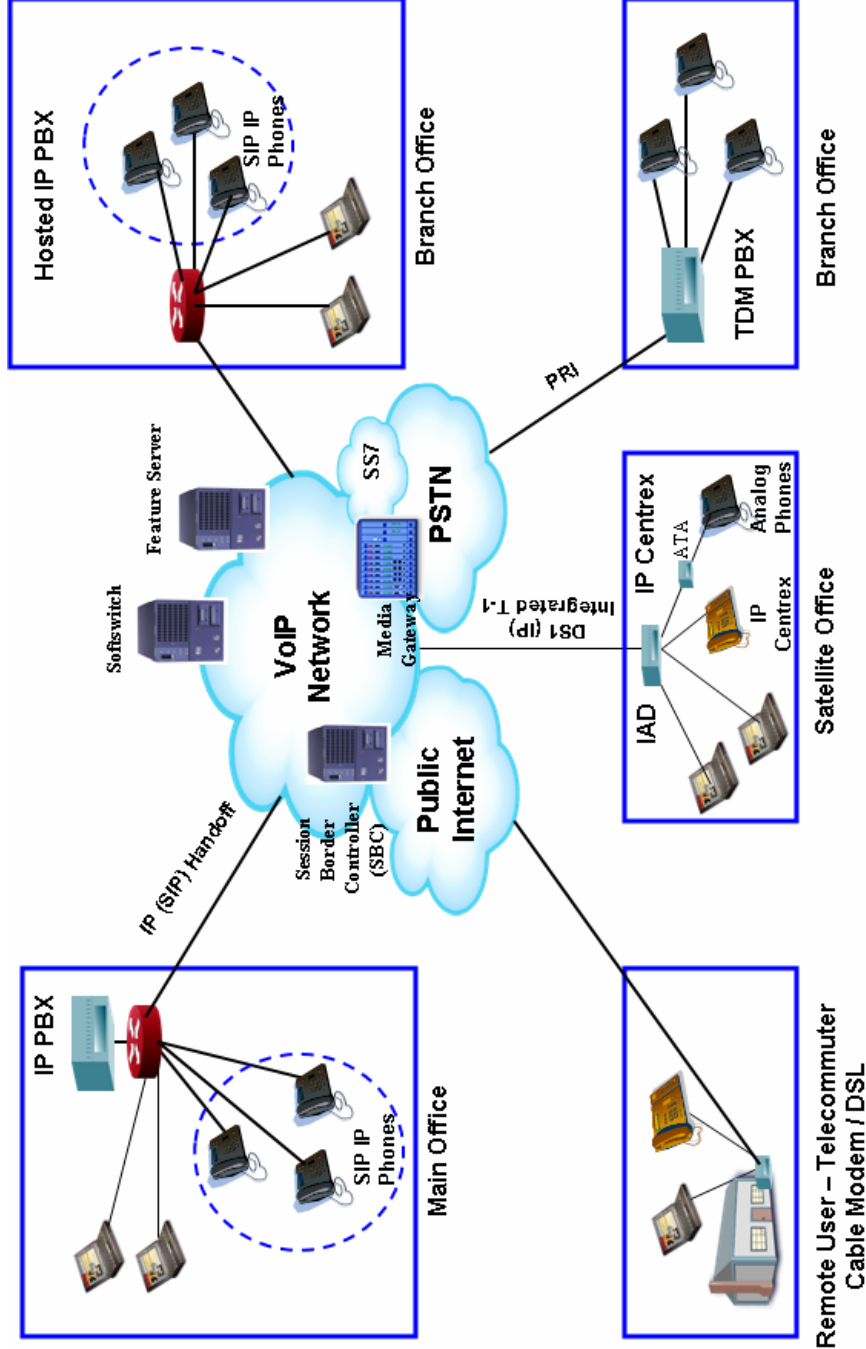
Existing Carrier or New Carrier. Typically deploys Softswitch, SS7 Gateway, Media Gateway with IMT trunks, Session Border Controller (SBC), and provides its own E911 or resells E911 support from an ASP.

Enterprise Solution

Large Enterprise. Typically deploys IP PBX / Application Server with PSTN gateways with T1s to service provider.

Small / Medium Business. Typical deploys IP PBX / Key System with IAD and SIP Phones or subscribes to hosted PBX / IP Centrex service.

VoIP Reference Architecture



UTC VoIP Application Expertise

UTC has experience deploying VoIP platform with service providers that require a managed service offering or in-house deployment for an enterprise. UTC has experience deploying the following features:

- Voice VPNs for connectivity between multiple locations
- Remote Employee extension Dialing
- Centrex Services
- Voice Mail
- Auto Attendant
- Call Center
- Unified Messaging
- Call Center
- Soft Dialtone Clients
- SIP NAT Servers

UTC VoIP QOS Expertise

UTC has experience in dealing with QOS for both voice in wire line and wireless networks. Designing VoIP networks requires a specialized skill sets to handle the issues of latency, managing bandwidth, prioritization of traffic, encryption and authorization, and seamless mobility for VoWIP – Voice over wireless IP.

UTC VoWIP – Voice over Wireless IP LAN

UTC has experience in dealing with deploying an infrastructure to support Voice over the existing wireless LAN. UTC has experience dealing with the following challenges:

- QOS
- Seamless Mobility...Fast Handoff and local switching to avoid additional latency
- Out of Range Detection
- Encryption performance
- PBX Integration
- Mobile handoff between LAN/WAN
- Roaming
- Rate Adaptation

Vendor Experience

UTC has experience deploying networks using the following vendors including the following:

- | | |
|-----------------------------|----------------------------------|
| Application Server | Session Border Controller |
| ◆ Broadsoft | ◆ Netrake |
| ◆ Cisco | ◆ Kagoor |
| | ◆ Acme Packets |
| Media / PSTN Gateway | VoIP OSS |
| ◆ Cisco | ◆ Telegea |
| ◆ Lucent | ◆ Atreus |
| ◆ Sonus | |

Strategy, Service Development & Marketing

- UTC provides assistance with developing a service offering that includes:
- Service Definition & Features
- Pricing
- Marketing (Product Positioning, Branding, and collateral
- Sales Tools

Architecture & Engineering

UTC works closely with Service Providers and Enterprise Customers to define the business requirements for designing, supporting, implementing and managing the VoIP network. UTC Services include:

- **Business Analysis.** UTC reviews customer requirements, available features, operational requirements, market demand, conducts ROI analysis, and creates business case.
- **Technical Analysis.** UTC reviews the current state of the network and future requirements. UTC can develop technical guidelines and will create a detailed network design.
- **Vendor Selection.** UTC is vendor neutral and selects the best technology to meet the clients requirements. UTC can develop requirements and conduct a RFI/RFP on behalf of client and provide a recommendation.
- **Operations.** UTC defines the operational business processes for end to end provisioning and managing the capacity of the network.
- **OSS Integration.** UTC defines the necessary operation systems requirements including order entry, order management, service provisioning & activation, inventory, trouble ticketing, monitoring, and billing.

Testing

UTC provides end-to-end testing and validates operation. Interoperability testing is performed to conform that the network service configuration is supported in a multi-vendor environment. UTC services include:

- Performance Testing
- Features & Functionality
- Fault & Redundancy
- Network Management

UTC testing goes beyond functional testing and includes aspects such as user-interaction, operational factors, and determines whether it fits the technology and business objectives of the client.

Deployment & Training

UTC has combined its own field experience and operational leadership in network deployments with that of global partners that can scale to meet the most demanding network deployment schedules. UTC will install, turn-up, and test the solution. UTC also provides training to operations and sales for ongoing support and engagement for sell new products & services.

