



## Voice Solutions Infrastructure:

**Many schools and business organizations are finding themselves troubled by antiquated legacy voice services and corresponding infrastructure. Systems are technologically outdated thus limiting the leveraging available new functionality. Many systems can no longer be supported due to parts/components or support/repair resources which are no longer available.**

**AES prides itself as a vendor agnostic “A to Z” voice service solution consulting resource dedicated to providing comprehensive and cost-effective strategies and solutions for its educational and business customers. Available services transcend across a wide scope of technologies, project coordination, cost analysis/projections and program areas (i.e.: E-rate).**

**Please see below for a general list of service offerings where AES can be of assistance:**

### **Voice Service Assessments**

- Review, evaluate and recommend practical voice solutions (either dedicated or centralized) based on discovered challenges, functional needs and structure which promote standardization, business continuity, next-generation technology refresh, migration paths, potential growth, and best-practice compliancy regarding voice services within an organization.
- Coordinate a project support scheme to address, document, and resolve reported problems with installation/deployment of new service solution.
- Provide input/recommendations regarding end-user/system needs and provide detailed analysis identifying SLAs and their impact.
- Provide corresponding evaluation of other potential customer challenges so as to consider and incorporate any such items into the voice strategies to ensure cost-effectiveness and multi-leveraging of budgets and/or overall state-of-technology.

### **Voice Bid Proposal Creation and Coordination**

- Develop comprehensive operational and technical requirements to meet the needs of voice service and related services (i.e.: cabling/infrastructure upgrades) to best benefit your needs
- Leverage our extensive experience in bid creation and related contract services within the public sector
- Develop migration strategies in-accordance to service and equipment acquisitions, project specifics/priorities and budget flexibility

### **Voice System Disaster Recovery and Back-up Strategies, Business Continuity**

- Assess, structure and/or coordinate comprehensive service continuity plans to ensure requirement levels of any immediate and long-term transparent service inter/intra functionality
- Provide best-practices recommendations for voice system(s), custom configurations and backup procedures to ensure service functionality, flexibility and continuity requirements for the customer