

UNIFIED COMMUNICATIONS



The Advantage
of Clarity

Your network requires solid foundations to enable the success of your business. Frame develops customised unified communications solutions that help you to maximise the benefits of converged technologies.

Are you operating effectively in a world that's always 'on'?

Unified communications technology delivers a range of practical business applications that save time and reduce operations costs.

It streamlines internal and external business communication by converging services such as telephony, conferencing, email, voicemail, instant messaging, presence, video and enhanced collaboration.

Converging services through a single delivery method enables the seamless provision of communication services across a variety of user interfaces on desktops and mobile devices.

Unified communications enable you to:

- reap the rewards of reduced communications costs
- improve customer interaction and collaborative working
- enhance your productivity through convergence applications that improve personal efficiency and collaboration between individual working teams, wherever they are located
- improve remote access, delivering your enterprise resources to telecommuters and mobile workers
- benefit from economies of scale by combining your voice and data traffic over larger but reduced numbers of telecommunications links
- lower your management costs with centralised remote management, simplified infrastructure and plug-and-play relocation of equipment.

Frame develops customised, unified communications solutions that help you maximise the benefits of converged technologies. Frame delivers the infrastructure strategy and solution that transports your business information, ensuring the right information is available ... anytime, anywhere.



Communicate and collaborate productively

Frame delivers the infrastructure that transports your business information.

Frame helps you make the most of IP technologies, ensuring the right information is available to you and your customers ... anytime, anywhere.

And Frame is unique in that we are also adept at integrating applications and content that will maximise your users' communication experience and capitalise on your infrastructure investment.

UNIFIED COMMUNICATIONS SERVICES

Services start with assessing your business drivers, issues and requirements. This ensures we are focused on providing you with a solution that is robust, commercially viable and operationally sound.

Frame's unique understanding of business planning and financial modelling can help your organisation build a solid business case and lay the foundation to enable you to become an enterprise service provider.

Our experience and industry-leading accreditations give you the confidence that we can design and deliver the right solution. As an ISO 9001 quality endorsed company, our solutions can be counted on and are supported with high-quality processes and documentation.

Our certified professionals maintain up-to-date qualifications with major vendors.



Our portfolio of unified communications services includes:

Convergence and IP communications consulting

- Convergence strategy planning
- Requirements definition
- Business case development
- Total cost of ownership modelling and reporting
- Organisational realignment
- Traffic analysis
- Business process improvement
- Device and system components selection
- Design and architecture

IP communications device deployment

- Installation and configuration
- Security hardening
- Operations service and support
- SOE desktop and server configuration/installation

Development

- Integration with existing systems
- Custom data gateway development
- IP communications CTi application development (SIP, device APIs)

IP communications service desk

- User help and desk-side support
- Incident and problem management
- Procurement and asset management services

IP communications product training

- Administrator training and operations manuals
- User training (classroom and self-service)
- Computer-based training services

Sydney (Head Office)

Level 11, 189 Kent Street
GPO Box 4647
Sydney NSW 2001

Tel +61 (0) 2 9323 2800
Fax +61 (0) 2 9323 2828

Canberra

Unit 9, 25 Buckland Street
PO Box 224
Mitchell ACT 2911

Tel +61 (0) 2 6122 6800
Fax +61 (0) 2 6122 6868

Melbourne

Level 7, 31 Queen Street
Melbourne VIC 3000

Tel +61 (0) 3 9927 3800
Fax +61 (0) 3 9927 3838

Brisbane

Level 1, 21 Mein Street
Spring Hill QLD 4000
GPO Box 2502
Brisbane QLD 4001

Tel +61 (0) 7 3009 7800
Fax +61 (0) 7 3009 7878