



Our Focus. Your Advantage.

VDS System Support Services



Headquartered in Grand Rapids, Michigan since 1988, Voice Data Systems, LLC (VDS) has quickly become a leader in providing Nortel products and solutions. As a Nortel Elite Advantage Partner, VDS is proud to present intelligent solutions, expert resources and professionalism. VDS prides itself on delivering cost-effective solutions along with practical and advanced services to meet your unique needs. Voice Data Systems is committed to providing organizations with competitive-edge solutions that are needed in today's service-oriented and fast-paced work environment.

Unlike other providers, VDS invests exclusively in the one proven manufacturer – Nortel, to deliver quality products and solutions. With VDS, you can be assured of working with Nortel Certified Expert engineers and specialists who understand Nortel products and services, while keeping pace with the latest technology to assist your organization – now and into the future.



With the highest level of requirements met, the VDS Elite Advantage Partnership is your advantage. As a member of the Nortel Elite Advantage Partnership Program, VDS is held to a rigorous set of standards which requires the highest level of customer satisfaction scores to be maintained and monitored annually by Nortel. Our expertise with converged networks, wireless, voice, data and IP Telephony coupled with our strong partnership with Nortel, enables us to deliver a wide range of business technology solutions, from a simple telephony system to the most robust converged networks.

The VDS System Support Service offerings are the elite of the industry and have earned the trust of Fortune 500 companies through quality and dedication. Only VDS has the expertise to meet your requirements of today's advanced and complex technology solutions.

With technology solutions now a key strategic business asset, the need for higher availability and reliability of a network has increased significantly. Delivering services to meet the unique needs and maximize the benefits of a converged network requires the specialized expertise of Nortel Certified Engineers and Specialists.

Because VDS values the unique needs of its customers, we offer a variety of maintenance packages that can be customized to meet your business requirements.

Key Features of VDS System Support Services:

- Flexible Nortel Maintenance Packages
- Nortel Certified Engineers
- Priority Service Response times
- Time & Materials Options
- Quarterly Preventative Maintenance Check up Routine
- Site Monitoring Options
- Nortel Switch Room Equipment coverage
- Discounted labor rates on Move-Adds-Change
- Advanced Replacement option for system critical components
- Customizable Packages to meet your unique needs

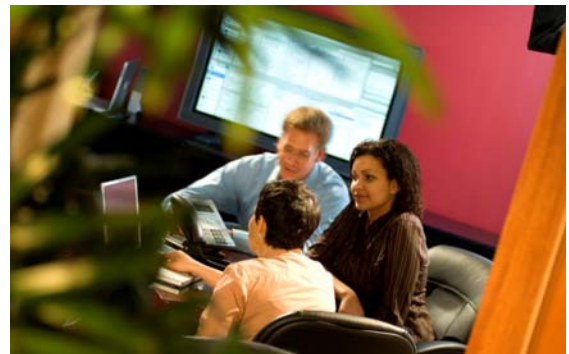


VDS System Support Services' objective is to align your business and technical needs and enable effective and efficient deployment of advanced technologies with minimal disruption to your business.

Key Benefits:

- Maximize voice network performance, features and reliability
- Minimize implementation risks and delays
- Optimize voice network functionality
- Ensure an efficient and successful implementation
- Reduce costs to maintain voice network

Whether you are new to Nortel, a Nortel customer shopping for a new service partner or just need simple service, VDS has the Nortel expertise to help you!





Elite Partner

Advanced Services Specialization

Sample of Nortel Certifications held by VDS

Business Communications Manager Solutions	Norstar-Plus ICS & Voice Mail Installation, Maintenance & Database
Business Communications Manager Installation & Maintenance	Norstar MICS/CICS Installation, Maintenance & Database
Business Communications Manager Hardware Overview & Installation	Nortel Communication Control Toolkit
Business Communications Manager Sales Engineering Solutions	Nortel Ethernet Switching Configuration & Management
Business Communications Manager Hardware Overview, Installation & Core Voice Programming	Nortel Ethernet Switching Solutions
Business Communications Manager Voice Networking	Nortel WLAN 2300 Solutions
Business Communications Manager Programming Core Voice	Nortel VPN Router (Contivity)
Business Communications Manager Data Networking	Nortel WLAN 2300 Implementation & Management
Business Communications Manager Core CallPilot Messaging	Succession Meridian 1 Option 11C(Cabinet, Chassis) Installation & Maintenance
Business Communications Manager Configuration & Maintenance	Succession Meridian 1 Option 61C, 81C (Single Group, Multi Group Large Systems) Installation & Maintenance
Business Communications Manager Installation & Initial Configuration	Succession Meridian 1 Database Administrator
CallPilot Release Unified Messaging	Succession Meridian 1 Digital Trunk Interface Installation & Maintenance
CallPilot Release Networking Upgrades & Troubleshooting	Succession Meridian 1 Primary Rate Interface Installation & Maintenance
CallPilot Release Engineering	Succession Meridian 1 Primary Rate Interface Applications & Feature Administration
CallPilot Installation & Maintenance	Succession Meridian 1 Systems Engineering
CallPilot System Administrator	Succession Meridian 1 Integrated Telephony Gateway (Voice over IP)
CallPilot Release Installation & Configuration	Succession Meridian 1 Basic Automatic Route Selection (NARS)
Communications Server 1000 Applications Engineering	Meridian Mail Installation & Maintenance
Communications Server 1000 Networking Design	Meridian Mail Administration
Communications Server 1000 Database Administrator	Succession Meridian 1 Second Level Patch Administration
Communication Server 1000 Installation & Maintenance	Succession Meridian 1 Second Level ISDN Fault Clearance
Communication Server 1000 Installation & Commissioning	Succession Meridian 1 Second Level BUG, Audit Fault Clearance
Communication Server 1000 - Business Communications Manager Multi-site Integration	Meridian Mail Second Level Fault Clearance
Contact Center Manager Application Developer	Succession Meridian 1 Second Level Systems Engineering (Circuit-pack Level)
Contact Center Manager Installation & Maintenance	Symposium Call Center Server
Contact Center Manager Technical Support	Symposium Call Center Server Installation & Maintenance
Contact Center Multimedia	Symposium Call Center Server Scripting
Contivity Security	Symposium Call Center Server Advanced Scripting
Contivity VPN Switch	Symposium Call Center Server Administration
Converged IP Networks	VoIP Business Communications Manager
Converged IP Telephony Solutions	VoIP Meridian 1 IP Enabled
IP Convergence Succession 1000/1000M	VoIP Succession 1000/1000M Database Administrator
Norstar Modular Installation & Maintenance	VoIP Succession 1000/1000M
Norstar ICS Installation, Maintenance & Database	VoIP Succession CSE

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