

“Evolution toward unified communications is often impeded by infrastructure and operational management challenges as clients attempt to retain capabilities while adopting new technologies.”

# Connecting Business

with customized Unified Communications



Defero Network Solutions Inc. and MSGI Telecom Solutions have joined forces to expand their service offerings to include voice infrastructure management. Capitalizing upon 15 years of success with our managed security services offerings, we are excited about bringing the same customer focus to voice infrastructure operations.

Authorized Distributors

**AVAYA**

**BlackBerry**

**CISCO  
PARTNER**

**SIEMENS**

**POLYCOM**

**AudioCodes**

**acme packet**

## Innovation.

We help our small and medium business (SMB) clients bridge the gap between digital/analog and Internet protocol communications infrastructure management.

We provide a single contact interface that enables clients to have their communications support needs translated to the language of telephony suppliers.



Voice infrastructure management services include:

- Architectural analysis
- Infrastructure engineering
- Carrier coordination
- Infrastructure monitoring
- Moves, Adds and Changes
- Billing analysis
- Equipment provisioning
- Automated trouble reporting

Following traditional data infrastructure management practice, we employ the Common Management Information Protocol (CMIP) to develop a service offering customized for each client. Elements of the protocol are:

- Fault Management
- Configuration Management
- Accounting Management
- Performance Management
- Security Management

Leveraging CMIP enables us to target the specific communications management requirements of each client.

CONSULT. DEPLOY. SUPPORT.

**MSGI Telecom Solutions**

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