Enabling transformation through IT as a service

SIGMA™ SOLUTIONS | A PIVOT COMPANY

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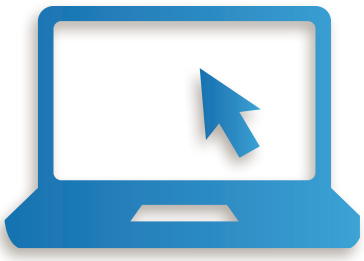

Desktop, Mobile Computing and Collaboration Solutions

Why Sigma Solutions?

Vision: Our experience designing and integrating enterprise data center solutions gives our clients access to skills and expertise beyond their in-house IT teams and traditional resellers.
Execution: Our highly-trained professional services team configures and implements complex projects with hardware and software from multiple vendors and suppliers.
Operations: Our managed services team removes the burden of managing specific IT resources, allowing in-house IT teams to focus on more strategic initiatives.
Expertise: Our unmatched technical expertise has been developed via investments in training, certification and technologies.
Proof: Our extensive lab and equipment pool is available for proof-of-concept development and "try before you buy" demonstrations.

cisco Master Unified Communications Partner | cisco Gold Partner | cisco Cloud Builder Partner

Sigma Solutions and Cisco Connect People Anytime, Anywhere with Voice and Collaboration Solutions

It's time to enable game-changing next-generation technology

The goal of collaboration is to improve the exchange of ideas and information, and therefore increase productivity. Today's business requires support of a full range of devices as well as the variety of today's communication methods, such as email, instant messaging, voice and more. Additionally, this new infrastructure must be able to support global value chains, information overload, increasing mobility and bring-your-own-device (BYOD) trends. Effective collaboration solutions connect people, information and teams, enabling them to work efficiently and effectively across time zones and infrastructures.

Connect, Communicate and Collaborate

Cisco depends on Sigma Solutions to deliver their leading voice and collaboration solutions that enable an organization's users to collaborate more efficiently. Our proven methodologies minimize risk and maximize your investments in collaboration solutions. As a Cisco Master Unified Communications Partner, we have completed training, earned the most advanced certifications and assisted countless customers with their Cisco-based environments. We can also integrate with your existing Microsoft Lync platform to combine the collaboration advantages of your Cisco telephony solution and Microsoft Office suite.

Sigma deploys industry-leading Cisco products to accelerate productivity

The Cisco Collaboration products Sigma delivers include:

Cisco Unified Communications (UC) System	Telepresence
An industry-leading solution for a voice-optimized networks	Powers a new way of working in which everyone, everywhere can be more productive through face-to-face collaboration
Collaboration Applications	**Unified Contact Center**
Voice, video, and web conferencing; messaging; mobile applications; and enterprise social software keep you connected and productive	Smoothly integrate inbound and outbound voice applications with Internet applications such as real-time chat, web collaboration and e-mail

Technologies and Capabilities

Sigma Solutions and Cisco have partnered to harness the power of the cloud, improve efficiency and functionality regardless of device or location and quickly deliver collaboration applications to your business. Our unified communications offering helps you to execute new business models, collaboratively nurture innovation and empower users to simply and securely use their preferred devices for work.

Sigma is a Cisco Gold Partner and has earned numerous Unified Communications advanced certifications. Our other Cisco certifications include:

- Unified Computing Technology
  - UC Network Readiness Assessment
  - UC Planning and Design
  - UC Implementation services
- Routing and Switching
- Security
- DC Networking Architecture
- DC Storage Networking
- Wireless

Additionally, Sigma is:

- IronPort Gold Certified
- Flexpod Certified
- A Cloud Building Partner
- A vBlock Qualified Partner
- An Advanced Technology Provider (ATP)
  - TelePresence
  - Advanced Unified Contact Center Enterprise
  - Identity Services

Products

- Cisco Unified Communications Manager: Virtual or Physical
- Cisco Contact Center Enterprise and Express
- Cisco Unity/Unity Connection
- TelePresence, WebEx, and Jabber

Services

- Monitoring: Critical Service Availability; CPU and Memory and Disk Utilization
- Call Statistics: Active Calls, Calls in Progress, Active Ports, Ports in Service, Trunk Activity
- Standard Operating Procedure-based Remediation
- Proactive Synthetic Transactions for VoIP
- Device Configuration Backup

The Proven C.I.O. Methodology: Consult, Implement, Operate

Before undertaking a new collaborative technology deployment, it is vital to establish a strategy aligned with business priorities. Sigma consulting services will perform a Network Readiness Assessment to analyze the underlying infrastructure and supporting voice environment, determine needed features and evaluate various configuration options. Upon completion of the assessment, you will receive a prioritized list of experience- and expertise-based recommendations on whether your current environment can support a new VoIP deployment or where we can use best practices to optimize an existing VoIP environment.

With the right strategy and foundations in place, Sigma then designs and implements a state-of-the-art collaboration solution that integrates data, voice, video, mobile applications and more. Our solutions optimize your network foundation for the utmost flexibility, mobility and scalability.

Get Started Today

By enlisting support from Sigma as a trusted Cisco partner, we can develop a comprehensive voice and collaboration solution to easily empower your mobile workforce. Update your VoIP environment, call centers and network infrastructure today. To learn more about Sigma Solutions' professional services offerings, please visit http://www.sigmasolinc.com/support-services/professional-services/ or call toll free, 888.895.0495.

Sigma Solutions Practice Areas

Integrated Data Center Solutions

Desktop, Mobile Computing and Collaboration Solutions

Managed Services and IT Operations

Private, Public and Hybrid Cloud Integration

Application Infrastructure Solutions

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SIG-0413

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