



SelfService in Real-Time

The goal of esuits² myICT SelfService is to reduce standard MACD tasks for administrators and to allow end-users to change their services. Using esuits² myICT, Managed Services will become lean and more cost efficient. esuits² myICT shortens time to market for MACD and customer SLA will be improved rapidly.

End-user Self Service

The end-user Self Service Portal esuits² myICT enables IT departments as well as normal employees, team leader, and business leader to change existing AVAYA Aura services in real time. All offered services can be integrated into existing IT infrastructures and business processes.



The following MAC functionalities can be linked to existing approval processes and business rules:

- PIN Change (SMGR / ACM / AAC / AMM)
- Display Name Change
- COR / COS Change
- Enhanced Call Forwarding
- Clip No Screening
- Add to / Remove from Pickup Group
- Add to / Remove from Hunt Group
- Add / Remove Team Buttons
- EC500 Station Mapping

HR Integration

Based on Customer HR Data or Active Directory Data a seamless user provisioning can be established. All HR processes can be linked with service profiles so that standard services can be applied based on general HR processes (on- and off boarding of employees), employee functions, business roles, location changes, etc.

Asset Management

esuits² myICT offers a unique real-time asset management showing exactly what services are actively deployed on the AVAYA Aura System and how the Telephony devices are used.

Regarding telephony devices esuits² myICT offers information about the type of device, its serial number, its firmware, its IP address, its MAC address, but also the logged extension and the associated employee.



esuits² myICT supports the following systems:

- ✓ AVAYA System Manager
- ✓ AVAYA Communication Manager
- ✓ AVAYA AAC
- ✓ AVAYA Modular Messaging
- ✓ AVAYA C3000
- ✓ AVAYA IPO R10

esuits² myICT is based on a modular software architecture. Thus, esuits² myICT can be easily adopted on the specific customer need and integrated into existing IT Service Management Solutions like Service Now or into existing customer legacy applications.

H.323 to SIP Movement

esuits² myICT is also a comprehensive tool for the migration of H.323 devices to SIP. This migration can either be triggered by IP ranges, location ranges or extension ranges.

With migration to SIP the needed firmware will be loaded on the device and the affected extension will be updated to SIP on AVAYA SMGR and AVAYA Communication Manager.

H.323 to SIP Movement offers a granular reporting to see the migration time lapse and details about the processed migrations.