

Voice Message Migration Upgrade Support Services

Only from Mutare!

About Voice Message Migration

It can be frustrating to learn that none of your messages are available after an upgrade to your current voicemail system has been completed. With Mutare's Voice Message Migration, your important messages, names, greetings, and user passwords will remain intact after your upgrade or migration is complete. This service is available for Modular Messaging and Avaya Aura™ Messaging.

Prior to the upgrade, Mutare will run the Voice Message Migration service to copy names, greetings, messages and passwords to the Mutare application server. Upon completion of the upgrade, the application will push this information back to the newly updated system. Voice Message Migration provides complete protection for your Avaya Aura™ Messaging or Modular Messaging system, automatically preserving messages and related data during your migration. Mutare Voice Message Migration services are available for a variety of projects including:

- Software revision upgrades (i.e. MM 2.X to MM 5.X)
- Modular Messaging to Avaya Aura Messaging

Benefits

- Virtually eliminates the possibility of lost messages.
- Installs on a virtual or physical server.
- Can preserve all mailboxes or any subset of the mailboxes.

Requirements

- Service runs on a stand-alone Windows server, which can also be a virtual server.
- Works with all Modular Messaging systems and Avaya Aura™ Messaging. With a system release of 3.0 and below, messages and greetings will only be transferred.
- Requires remote access to the application server and access to any data necessary for the application.

Other Mutare Solutions

Message Rescue

An economical disaster recovery solution for Modular Messaging, CMM, and Avaya Aura™ Messaging, providing real-time backup of messages to any storage on the LAN or in the cloud.


Message Monitor / Escalation

Administrative tools for critical mailboxes, assuring timely response to voicemail messages.


About Mutare

Mutare is an independent software developer driven by a passion to make information access easier. Mutare develops unified communication, mobility and self-service automation solutions that help businesses run better. Mutare is what unified communications should be – guaranteed. Learn more at www.mutare.com.

1
Mutare Pulls the Data from the Source System Prior to the Upgrade




2
Messages, Names, Greetings and Passwords are Stored in the Mutare Application Server



Mutare

3
Voice Messages and Related Data is Restored to the Upgraded MM or Aura Messaging Server



 **Mutare**
Unify, Notify, Simplify

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The service can copy all mailboxes or any subset of the mailboxes the enterprise chooses.

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