

Voice Message Migration Services for Avaya Platforms

Legacy Migration Services

Only from Mutare!

Message Migration

Migrating to a unified messaging platform is often challenging. To ensure your project goes smoothly, be sure to include Mutare in your message migration planning and execution. That way after the system cuts over, users will still have access to the important voice messages they had before cut over, and your business will operate better. Mutare Voice Message Migration services are available for a variety of projects including:

- Legacy platform migration (i.e. Octel to Avaya Aura Messaging or Modular Messaging)
- Flattening and consolidation (i.e. many MM systems to one)

Recorded Names, Greetings and Password Migration

In most instances of flattening and consolidation, Mutare can copy over recorded names, greetings, and user passwords from an old Modular Messaging release to a new Avaya Aura Messaging. Migration capabilities vary by source and target so check with your Mutare representative for specific details on our application.

How It Works

Prior to the upgrade, Mutare will run the Voice Message Migration service to copy messages, and, where feasible, copy names, greetings, and passwords to the Mutare application server. Upon completion of the voicemail system upgrade, the application will push copied information to the new voicemail system. The diagram below illustrates the flow of messages from the source system to the target.

Requirements

- Windows 2003/2008 server - virtual servers are supported. Note: Octel migration requires a Windows 2000 server running Octel Designer.
- Legacy systems support Octel and Intuity.
- Target systems supported include Avaya Communication Manager Messaging, Modular Messaging and Avaya Aura Messaging.
- Remote access is required and VPN access is preferred.

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.



Unify, Notify, Simplify

2060 E. Algonquin Road, Suite 701
Schaumburg, IL 60173

847.496.9000
847.496.9010 fax
www.mutare.com



1
Voice Messages are Pulled from the Source System

2
Messages are Mapped to the Target Mailbox on the New System

3
Migrated Messages are Now Available in the New Mailbox

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

©2012 Mutare, Inc. All rights reserved.