



M&C Associates is a premier provider of IVR, Speech and CTI solutions to Fortune 1000 companies and government agencies across the United States and Canada. We are a certified Avaya Business Partner and provide a full suite of services for the Avaya Voice Portal, Nortel MPS 500 & 1000, and legacy VPS platforms.

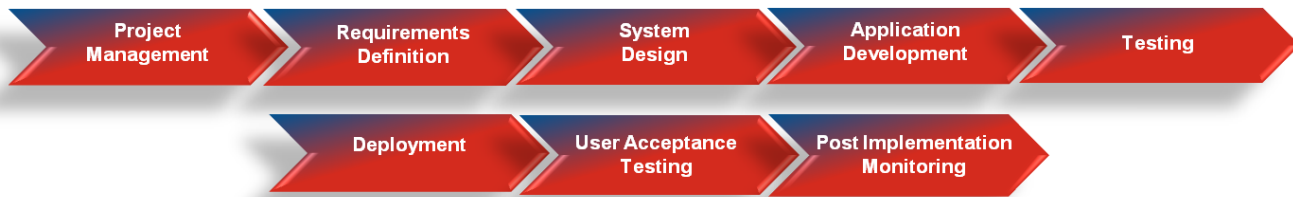


- ▶ Certified Avaya Business Partner & DevConnect member since 2008
- ▶ Nortel Advantage Business Partner since 2001
- ▶ Focused exclusively in the Contact Center – IVR, Speech and CTI
- ▶ Fully accredited on Avaya Blue and Avaya Red IVR platforms
- ▶ Extensive experience in IVR, Speech and CTI deployments
- ▶ M&C staff are all former employees of Periphonics/Nortel/Avaya
- ▶ Customers are Fortune 1000 companies and Government agencies
- ▶ 7X24 Communication Center for Customer Support
- ▶ Headquartered in Bohemia, New York with regional offices in New Jersey, Illinois, and Florida.

**AVAYA**  
BUSINESSPARTNER

**AVAYA**  
DEVCONNECT

We provide complete turnkey solutions delivered via a robust development methodology. From full project management and documentation of requirements to testing and post implementation monitoring, we do it all.



## Professional Services

M&C Associates is a full-service provider, which means that we can provide you with full breadth of services for your IVR solution.

We have indepth knowledge and experience in IVR application development.

M&C software developers can upgrade and optimize your current applications, including grammar development, script changes, add Speech Recognition or Text-to-Speech, migrate from one platform to another or develop new applications in Dialog Designer, MPS Developer (PeriProducer) or VoiceXML, integrating with C/C++, Java or XML as required.

- ▶ Script analysis and consulting services
- ▶ Voice User Interface (VUI) Design
- ▶ Grammar development for speech applications
- ▶ Application and platform migration support
- ▶ IVR Optimization services
- ▶ Recording services, including vocabulary transcription, translation, recording and digitalization in virtually any format.
- ▶ VoiceXML development or conversion of existing MPS Developer applications to VXML.
- ▶ Customized knowledge transfer courses for MPS 500/1000, legacy VPS platform and Application Programming

## System Maintenance

M&C Associates offers local and remote field engineering and support services for your IVR platforms. The service staff consists of manufacturer-certified technicians with average experience of over seventeen years. We offer a full complement of spare parts and provide all related technical support services. We guarantee the highest level of service at substantially lower rates than you are paying today. You can choose from our Gold Service (9x5) or our Platinum Service (24x7).

## Audio Services

Whether you need a professional recording for **Interactive Voice Response (IVR), voicemail, automated attendant or on-hold messages**, M&C Associates can provide you with a seamless integration of voices across all your communications devices.

Our state-of-the-art recording studio is designed specifically for high quality voice recording. We offer a complete range of services at very competitive rates.

## Help Desk Services

We offer hands-on support for MPS Developer (PeriProducer) or Dialog Designer. While updating, enhancing or developing your IVR applications, programmers and system administrators sometimes require extra help that our experts can provide. Whether it's help designing, debugging or managing any aspect of an entire project, M&C Associates can provide the necessary assistance.

**iProWatch (Proactive Monitoring)**

iProWatch is an intelligent, comprehensive, and proactive IVR platform and application monitoring service. The service provides 7 x 24 monitoring of all hardware, software and custom application functions to ensure proper system operation.

The iProWatch runtime engine is written in the Perl programming language, and is easily configurable to monitor any custom application, database, or log files, as well as standard IVR system processes and logs.



iProWatch Service Levels	
<b>iProWatch Standard</b>	<ul style="list-style-type: none"> <li>▶ Comprehensive Platform Monitoring</li> <li>▶ Robust software package providing immediate security upon installation.</li> </ul>
<b>iProWatch Premium</b>	<ul style="list-style-type: none"> <li>▶ Complete End-to-End System &amp; Application Monitoring</li> <li>▶ Customizable, configurable and comprehensive, providing the most complete system monitoring available.</li> </ul>



**M&C Associates — at your service**

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Our services include consultation and needs assessment, system design and installation, custom application development, integration services, audio services, system and application support, and knowledge transfer.

For more information, call us at (631) 467-3375 or visit [www.m-cassociates.com](http://www.m-cassociates.com)

