

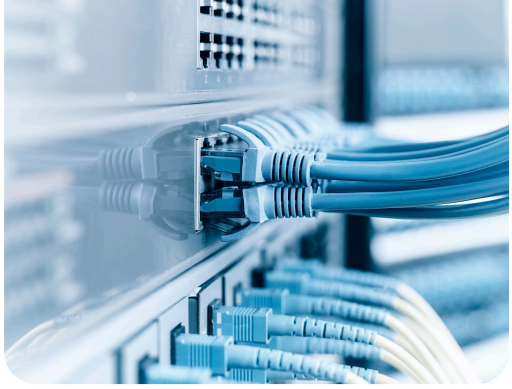

ConnX Communications & Telecommunications Assessment

Clarity Across Voice, UC, Contact Center, and Carrier Infrastructure

UNDERSTAND HOW YOUR COMMUNICATIONS INFRASTRUCTURE TRULY SUPPORTS OPERATIONS AND SAFETY.

A comprehensive assessment of voice, unified communications, contact center, and carrier services—designed to improve reliability, resilience, and alignment with operational and safety-critical needs.

The Challenge Organizations Face

Voice and communications systems are no longer standalone services. They are embedded deeply into:

- **Daily operations and workflows**
- **Safety and emergency response**
- **Customer and constituent experience**
- **IT, OT, and network infrastructure**

Yet many organizations operate communications environments that have evolved over time, resulting in:

- **Fragmented voice, UC, and contact center platforms**
- **Legacy Centrex, PBX, and analog dependencies**
- **Limited visibility into carrier performance and resilience**
- **Misalignment between communications services and operational needs**

When communications fail, the impact is immediate— disrupted operations, delayed response, and degraded experience. Communications reliability is an operational requirement, not a convenience.

The ConnX Difference

ConnX approaches communications as **critical infrastructure**, not isolated services.

- **Deep experience across voice, UC, contact center, and carrier ecosystems**
- **Understanding of how communications intersect with IT, OT, and safety systems**
- **Vendor-neutral, outcome-driven assessments**
- **Clear translation of technical findings into operational impact**

What the ConnX Communications & Telecommunications Assessment Delivers

The ConnX Communications & Telecommunications Assessment provides end-to-end visibility into how voice, UC, contact center, and carrier services actually function within the broader operational environment.

THIS ASSESSMENT HELPS ORGANIZATIONS ANSWER CRITICAL QUESTIONS SUCH AS:

- How reliable and resilient are our communications services today?
- Where do legacy platforms or carrier dependencies introduce risk?
- How well are voice, UC, and contact center services integrated with IT, OT, and safety systems?
- What must be addressed to support modernization without disruption?

www.connxai.com +1-609-438-6100 connxsales@connxai.com

Scope of the Assessment

Voice & Telephony Environment
- Legacy PBX, Centrex, and analog line dependencies
- SIP, SBCs, call routing, and survivability
- Redundancy, failover, and emergency calling behavior

Unified Communications & Collaboration
- UC platforms (cloud and on-prem)
- Endpoints, mobility, and remote workforce support
- Integration with directory services and enterprise systems

Contact Center Services
- CC platforms, routing logic, and resilience
- Integration with UC, CRM, and operational systems
- Support for service continuity and peak demand scenarios

Carrier & Connectivity Landscape
- Carrier services, contracts, and architectural dependencies
- MPLS, SIP trunking, cloud connectivity, and redundancy
- Performance, diversity, and resiliency considerations

Emergency Calling & Location Services
- 911 call flows and escalation
- On-site notification behavior
- Location accuracy and routing dependencies

Integration with IT, OT & Operations
- Communications dependencies within operational workflows
- Alignment with network, security, and command environments
- Visibility gaps between communications and other systems

Deliverables

Executive Summary
Communications health, risks, and priorities

Current-State Overview
Voice, UC, contact center, and carrier landscape

Risk & Dependency Analysis
Reliability, resilience, and integration gaps

Operational Impact Insights
How communications affect safety and service

Prioritized Roadmap
Clear next steps to strengthen communications infrastructure

The Outcome

- **Clear visibility into communications reliability and dependencies**
- **Reduced risk from legacy platforms and fragmented services**
- **Improved alignment between communications and operations**
- **Confidence to modernize without disrupting service**
- **A defensible roadmap for resilient, future-ready communications**

The ConnX Assessment & Audit Process

Discovery & Intake
- Stakeholder interviews
- Review of communications architecture and documentation
- Identification of operational, safety, and continuity priorities

Environment Analysis
- Evaluation of voice, UC, contact center, and carrier services
- Identification of fragmentation, single points of failure, and risk
- Mapping of dependencies across platforms and providers

Findings & Insights
- Assessment of reliability, resilience, and readiness
- Identification of constraints impacting operations or safety
- Prioritization of issues based on impact

Actionable Communications Roadmap
- Practical recommendations aligned to operational needs
- Guidance for modernization, consolidation, or transition
- Short- and long-term improvement path

www.connxai.com
+1-609-438-6100
connxsales@connxai.com