



**We're UTDi
We're clarity in a complex world**

UTDi's consultative approach to solution architecture allows us to create intelligent solutions to suit your every need. With rapid advancements in technology, we recognize the importance of the convergence of voice and data applications including: VoIP, Unified Messaging, Remote Access, Mobility, Contact Center, Workforce Management, Security, SIP-enabled Applications and CRM.

We invest heavily in technical certifications so that we can consistently bring you the highest quality of professional services and technical support 24 hours a day, 365 days a year. Our commitment to excellence, combined with what we call the, "Three Cs:" confidence, capability and a "can do" attitude lead to your ultimate success.

At UTDi, service excellence is measured by your expectations and reinforced by our stringent quality control. After all, it is a perfect world, you are the boss and we're here to satisfy your every requirement. UTDi: Intelligent Solutions for world class communications.

Unified TelData is an acclaimed National Avaya Platinum Business Partner for service excellence and exemplary technical expertise. As a leading business consulting and technology services firm, UTDi implements world-class solutions architecture to create reusable solutions and leverages technology to efficiently increase business performance and profitability. Through customer testimonials and overall annual revenue, UTDi has proven itself to be one of the most solid, reliable solution providers for communications technology, ready to support your every need. UTDi has provided added value to its clients for more than 25 years, proving it has unparalleled experience in effectively attacking impediments within a client's environment to provide rapid, expertly constructed technology solutions. UTDi provides best-of-breed, award-winning enterprise-wide solutions and mission-critical technology services that work together to standardize processes, and to achieve maximized productivity and end-user efficiency in order to enhance your overall company-client relationships.

From trained solution architects and systems design staff to certified technicians and professional services teams, UTDi has the expertise and the experience for any size business, in any vertical market, including: commercial, federal government, state and local governments, education and healthcare. For an in-depth exploration of options that address your needs and your return on investment, partner with UTDi for single point of contact, ongoing relationship management and seamless transparency to provide intelligent solutions for world class communications.





UTDi believes that the key to an effective alliance is trust in each partner to practice an intense focus on core values to guide the development and deployment of next-generation solutions for the betterment of the client.

Customer Value, Excellence, Integrity

We demonstrate our commitment to service excellence, while adhering to the highest standards of integrity and ethical practices at all times.

Enthusiasm & Pursuit of Improvement

By bringing enthusiasm, innovation and a proven commitment to advancing the welfare of the company and our clients, we are able to consistently seek to improve the company as an institution to realize our full individual and collective potential.

Cooperation & Individual Respect

We work together as a team to reach a common goal. We believe mutual support, respect and integrity are integral pieces of the process.

Clarity

Clarity in understanding our mission, our goals and our expectations of each other is critical to our overall success.

Technical Alliances

- Avaya
- Cisco
- Juniper
- Extreme Networks
- Witness Systems/Verint
- NICE
- Veramark
- Sonexis

Services

- Consulting Services
- Professional Services
- Solution Architecture
- Network Design and Deployment
- Application Development
- Turn-key Solution
- Project Management
- Quality Implementations
- Expert Technical Support
- Flexible Financing Options
- Maintenance Programs
- Global Extended Warranties
- Local & Long Distance Solutions

Best Effort

Our customers are customers for life as we insist on giving our best effort for every customer. This is only possible by implementing unparalleled experience and teamwork to support our service initiatives.

Innovation

With innovation comes change. This change works to improve processes for the customer environment and therefore must be embraced.

Diversity

Our strength as a company is the result of recognizing the individual value of each and every member of our team.

Golden Rule

In every interaction and alliance, we will strive to be friendly, courteous, fair and compassionate.

Intelligent Solutions for World Class Communications

Products

- Voice Communications
- Contact Center Applications
- Interactive Voice Response/Self-Service
- Computer Telephony Integration (CTI)
- Conferencing
- Wireless/Mobility
- SIP-enabled Applications
- Workforce Management
- Call Recording/Compliance
- Networking Infrastructure/Routing,
- Switching, Security