

# Services & Solutions



*Your **IVR and Contact Center Experts**; servicing Avaya legacy and current offers as well as Genesys*

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## About M&C

M&C Associates, LLC is a premier provider of **Contact Center, IVR, Speech, and CTI solutions** to enterprises, government agencies, and service providers across the United States and Canada. With over **30 years of experience** in IVR system and Contact Center deployments worldwide, we have a keen understanding of customer requirements and are **proud** of our successes in meeting and exceeding their expectations.

We provide a full suite of services and solutions for the **Genesys CX Platform, Avaya Voice Portal and Contact Center—AAEP, AACC, and MPS 500/1000, and legacy platforms Nortel Symposium and VPS**. M&C offers business consulting services, program management, system design, application design and development, advanced speech design and implementation, CTI and web solutions integration. We assist clients with **migration** of existing applications to a new platform or a complete **ground-up system redesign** to take advantage of newer technologies.

**M&C Associates: Customer Satisfaction through Integrity, Reliability and Value.**

### Application Development

Application development for Avaya Experience Portal/Voice Portal, Nortel (Periphonics) MPS or VPS platforms as well as Genesys CX Platforms is just one of our core competencies.

### Contact Center Services

We have in depth knowledge and experience in Nortel and Avaya Contact Center Software, including Symposium, Nortel Contact Center and Avaya Aura® Contact Center solutions. Our highly-skilled, certified Contact Center field engineers can deliver Moves, Adds, Changes, configurations and installations of the latest versions of Avaya Aura® Contact Center. In addition, M&C has a full set of courses and workshops that can be delivered remotely or at your location with our subject matter experts.

### IVR Optimization Services

M&C offers IVR Optimization Services to help you optimize usability and overall performance of your Interactive Voice Response system. We will do a complete analysis of your IVR call flow and caller behaviors to understand where and why callers are opting out. We'll provide you with a comprehensive analysis of your application to show you how to optimize IVR performance and caller experience.

### Experience Portal Services

We have in depth knowledge and experience in Avaya Aura Experience Portal. Our highly-skilled, certified AAEP field engineers can deliver Moves, Adds, Changes, configurations, Security Patching and installations of the latest versions of Avaya Aura® Experience Portal. In addition, M&C has a full set of courses and workshops that can be delivered remotely or at your location with our subject matter experts.



Our vast experiences in the **Government, Financial and Healthcare Industries** have shown us how important **security and minimal downtime** is, not just to your business, but all those who **rely on you**.

### **System Maintenance**

M&C offers maintenance services for the Nortel MPS, VPS and Avaya Experience Portal platforms. You can choose from annual service plans, including Gold (9 hours, 5 days per week) and Platinum (24 hours, 7 days per week). Field Engineering includes yearly preventative maintenance and on-site hardware and software support as required. Support services include telephone support, parts delivery and consultation.

### **Day 2 Support**

Day-2 Support is for those with Avaya Aura® Contact Center-AACC and Experience Portal-AAEP, providing high level service upon 'implementation cutover' day to guarantee optimum efficiency for the contact center. Day-2 Support prepares contact center management to be more self-sufficient with 'built-in tools' and an escalation process.

### **IPROWATCH (Proactive Monitoring)**

iProWatch is an intelligent, comprehensive, and proactive IVR platform and application monitoring service. The service is designed to reduce downtime and improve end-user experience, by periodically checking all hardware, software and custom application functions to ensure proper system operation.



**M&C is headquartered in Hauppauge, New York with regional offices across the US and Canada!**

## Training

M&C offers training workshops for the Nortel MPS, VPS and Avaya Voice Portal platforms. M&C offers PeriPro, MPS Developer, and Orchestration Designer. M&C also offers System administration for the VPS, MPS and Experience Portal. M&C has a full set of courses and workshops that can be delivered remotely or at your location with our subject matter experts.

## Project Management

M&C offers superior project management skills because we provide a single point of contact for all issues from critical path to daily operating procedures. Our project managers are responsible for all phases of project life cycle from pre-sales to project closeout.

Project Management Includes: System, Project planning and reporting, Risk Management, Coordinate all site preparations, Test support and planning.

## Audio Services

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. We also have a considerable number of voice talent and languages available.

## Proactive Outbound (Avaya & Genesys)

Proactive Outreach Manager Support empowers Business Analysts and Contact Center Managers to become more self-sufficient with hands-on capabilities. Designed to implement automated outbound campaigns, these campaigns can be sent by SMS texts, emails, or phone alerts and notifications, agent-based predictive dialing, interactive services-or a combination are also provided. Creating engaging interactive campaigns that give customers the information they need when they need it, in the way they choose to receive it.

Avaya users can rely on POM for your Avaya Aura© Experience Portal-AAEP to get the job done. Genesys Proactive Communications enables effective proactive customer communications and prospect call backs across multiple channels through calls, voice messages, email, SMS and webchat.

**M&C staff are nearly all former employees of Periphonics/Nortel/Avaya... Giving us over 30 years' experience!**

# How can we help you?

Replacement/Upgrade of current system	Application Development	System Maintenance & Support	Training
Nortel VPS/MPS	New/Modifications of Existing	Upgrades/Migrations	Avaya AAEP/AACC
Avaya AAEP/AACC	Design Specifications	24x7 and 8x5	System Administration
Genesys	Audio Services with Vocabulary Recording	Day 2 Support	POM
	Speech Applications and Grammar Tuning	iProWatch/Proactive Monitoring	OD/Orchestration Designer
	POM Campaigns	Preventive Maintenance	and more!
	ConsoliData and more!	Project Management	



# Reaching Out to M&C:

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Imagine  
the Possibilities...

Call today!

