



# Donoma Managed Service & Support

**Donoma Unify's annual support includes on-premise monitoring, administration and proactive problem resolution and ensuring proper functionality without increasing administrative effort.**

Donoma Unify is a middleware application that provides real-time multi-directional synchronization between Cisco's Unified Communication server (Unity Connection) and supported email servers. (Currently Lotus Notes/Domino and Novell GroupWise)

The challenge with middleware is that each platform is usually maintained by different support teams whose skills rarely overlap. Middleware is often overlooked when server changes are planned, and constitute a grey area of responsibility. Patches and upgrades on either side can cause disruption and downtime. Donoma Software has addressed this "forgotten middleware" problem with a new managed maintenance and support model: Donoma NetWatch™.

The new Donoma Unify software has been designed to allow for increased health monitoring and notification of the Donoma server and application services' health status by the Donoma Technical Assistance Center (TAC). This team leverages remote support technology to proactively monitor performance thresholds, respond to real-time notifications, and provide any necessary remediation; often before anyone knows that a problem occurred.

Our support engineers are trained in and hold industry certifications on the latest supported releases of the Cisco Unified Communications suite, along with the IBM Domino and Novell GroupWise email platforms. The team has the ability to quickly troubleshoot any issues with system synchronization, and in most cases, provide full remediation via remote support.

Donoma NetWatch managed maintenance & support includes the following :

- ➔ Support for upgrades, which includes consultation and remote installation of new versions of Donoma Unify software.
- ➔ Implementation of Donoma Unify patches, updates, minor releases and bug fixes.
- ➔ Routine administration: including user moves, adds, and changes of user connectivity settings on the Donoma server.
- ➔ Unlimited application and server setting optimization adjustments on the Donoma server.
- ➔ Notification of client's support personnel if hardware failures are detected.

Now unified messaging can be implemented with no increase in the client's administrative effort. Donoma's team of experts ensure this visible and trusted solution keeps communications flowing smoothly.

