



IP Telephony

Contact Centers

Mobility

Services

OVERVIEW

Avaya solutions for the midsize business:

- Choice of compact single-server or on-demand hosted service.
- Minimize the resources needed to manage and administer your system.
- Reduce your total cost of ownership.
- Make it easy to grow and equip new offices.
- Access to hundreds of business-ready communications features.

Intelligent Communications Solutions for Midsize Business

Flexible choices to bring you the right communications solutions for your business



Avaya offers flexible solutions that give midsize businesses the powerful communications technology to help drive growth and profitability.

Operating profitably, productively and competitively in business today means getting communications “right,” so that your company is as efficient and effective as possible.

The right intelligent communications solution can lower your day-to-day costs, enhance customer service and make it easy for employees and business owners to stay connected be productive from wherever they happen to be.

For midsize businesses, the choices you make in communications today will impact your business for years to come. The right communications system can give you the flexibility to be nimble and respond to changing market demands, while also supporting the advanced communications applications you will need as your business continues to grow.

Where should you start?

To get the right communications solution, start with the basics. A communications system designed to meet the needs of a midsize business should drive the profitability as well as efficiency and effectiveness of

your organization, and be simple to implement and manage. Your communications system should:

- Minimize the resources needed to manage and administer your system.
- Reduce your total cost of ownership.
- Make it easy to grow and equip new offices with the latest capabilities.
- Give you access to hundreds of business-ready communications features such as: voice mail, auto attendant, mobility applications and call center functionality.
- Provide a system that grows as you grow, whether it’s by size, by application needs, or by level of resource expertise.
- Be specifically designed to enhance your ability to service your biggest asset—your customers—driving profitability for your company.
- Enable remotely located or traveling associates to be fully productive.

Why Avaya?

With over one million businesses relying on Avaya solutions for telephony, messaging, networking, conferencing, customer management and much more—the vast majority of them small and midsize organizations just like yours—we know that the right solution for your business is the one that helps you drive profitability, lets you work more effectively and use fewer resources.

That's why Avaya offers a range of flexible solutions, developed specifically for the needs of the midsize business, that allow you to implement the most advanced communications capabilities on your budget, at your pace and in a way that's aligned with your strategic objectives

Enhancing your communications

Avaya solutions for midsize business support traditional and IP (Internet Protocol) –based capabilities, giving you the option to evolve your communications from both a technology and business capabilities perspective, and allowing you to continually achieve new levels of efficiency and organizational effectiveness.

Merging your voice and data communications through an IP-based communications solution can make it possible to:

Lower costs—With an Avaya IP-based communication solution, expensive overseas calls and internal, inter-office communication can be routed over IP-based networks, reducing or eliminating toll charges. With IP Telephony,

you only have to manage one network, instead of two. Just as important, ongoing system administration—often a significant cost—is dramatically simplified because IP-based phones and other devices can be easily disconnected and reconnected to the network.

Improve customer service—Avaya IP-based solutions help you drive revenue by giving you the ability to spread the most advanced customer service capabilities across your entire organization. Set up small, distributed call centers in local offices, route incoming calls across time zones for 24-hour support, equip home workers to operate as full-fledged call center agents. The result is customer service that can be delivered more efficiently, and at a lower cost to you.

Increase mobility—With Avaya IP-based solutions, teleworkers and road warriors never have to miss a call or get by with limited communications capabilities. Now when they are on the road they can bring the communications capabilities they have at the office (conferencing, one-touch dialing, call forwarding, etc.) with them, helping make them just as productive. They can hear their email over the phone, screen calls, receive and handle office calls on their mobile phones, and set up Web-based teleconferences and videoconferences. Employees no longer need to provide your customers multiple phone numbers: they can designate one number where both internal and external calls should reach them.



Flexibility and Choice

Avaya provides solutions that meet your business needs

Evolution	Whether you want to take full advantage of IP telephony, or just want to test the waters, Avaya can provide a path, at your pace, to reach your objectives, with fully “IP ready” communications.
Deployment	Avaya has a range of deployment options that can meet your specific needs, from on-premise solutions based on a single server to a fully managed, hosted solution. You can pick the model that works best for your business.
Management	You can decide whether you want to manage your communications yourself, or work with Avaya’s certified technicians using best-of-breed tools to manage your communications solution for you. The options are modular and flexible, allowing you to choose exactly what you need.
Financing	Whether you want to purchase, lease, or meet your communications needs through an online subscription-based service, Avaya has the answer, from fully hosted (outsourced) solutions to a full range of financing options for an on-premise solution.

(To see case studies of companies that have benefited from Avaya IP-based solutions, go to Avaya.com.)

Avaya helps companies implement IP solutions at the pace that's right for you, starting with basic telephony functionality and then implementing more advanced customer service and mobility options at a later time. Network redundancy and well-tested disaster-recovery plans are also key components of Avaya solutions, as are IP telephony-appropriate security solutions.

Choosing the right midsize solution

Choosing the “right” solution for your company is a matter of looking at your needs today, and where you want to be tomorrow. What kind of investment do you want to make in a solution? What kind of resources do you want to allocate to administering and managing a system? Avaya offers a range of options to meet your needs—all of them backed by Avaya service and support.

SOLUTION: Avaya MultiVantage Express

Avaya MultiVantage Express is the right solution for those looking for a premises-based solution. Built specifically for the needs of the midsize business, this complete solution is designed to meet your communications needs right out of the box. Easy-to-install, easy-to-use, easy to administer, with loads of features—from basic messaging to contact center routing to one-number reachability—it delivers the capabilities midsize enterprises rely on the most:

- **Integrated voice mail**—get all of the basic messaging and call answering capabilities including automated attendant, employee directory, message forwarding, and more. A graphical interface allows you to see your messages and allows you to listen to them in the priority that you desire.
- **One number reachability**—calls that ring on your desk also ring on your cell phone, no matter where you are! You can now provide only one number to your important contacts, and if you don't answer, the message is left on an integrated voice mail system, eliminating the need for multiple mailboxes.

- **Conferencing**—with today's distributed workforce (and the need to collaborate with partners and employees all over the world), built-in call conferencing provides a flexible, cost-effective way to keep everyone working together.
- **Softphone interface**—give traveling employees and teleworkers the power of your Avaya solution, and full control over all calls and messages, through a softphone interface for their PC or laptop that makes it appear like they are at their desk, regardless of where they are located.
- **Call center routing**—whether your sales and customer service is based on a formal, agent-based call center operation or an informal group of employees, you will get the call routing and reporting capabilities you need for flawless customer service-oriented, cost-effective call handling. Center and agent level reporting is built right in.
- **Administration**—with limited resources available to you, Avaya provides a suite of self-administration tools that allow your employees to take charge of their own communications needs. They can change their feature buttons easily, and our mobility suite allows them to change their mobile coverage path using “follow me” capability.

Because it is based on Avaya MultiVantage technology, as used by the largest enterprises, you can rely on MultiVantage Express to support your communications needs as you grow in both size and complexity.

SOLUTION: Avaya On Demand

Getting the right communications solution doesn't necessarily mean investing in a system that's housed at your business. Instead of putting the time or the resources in an on-premises system, you can take advantage of Avaya On Demand—a hosted service that allows you to use—and pay for—only the communications capabilities that you really need. You can access IP telephony, messaging or call center capabilities in a usage-based, fully managed model that provides the communications functionality over an IP connection to users wherever they might be.

Avaya On Demand solutions are monitored and managed 24x7 from a secure data center by certified technicians, which can provide peace of mind and complete flexibility in migrating to IP. Some of the benefits of the hosted deployment model you'll get with Avaya On Demand are:

- Pay-as-you-go, usage-based pricing—With this hosted model, you avoid major upfront capital expenditures and pay only for what you use on a monthly basis.
- Reduce your risk—Avaya On Demand solutions are housed at a secure data center, with certified expert monitoring of your communications 24/7. Application updates are included, which protects you against technology obsolescence and version control headaches.
- Grow cost effectively—With the hosted platform's usage-based model, you can easily and cost-effectively scale the solution as needed to meet your seasonal needs or growth requirements.
- Reduce your management burden—On Demand offers a complete suite of professional services to manage your communications, including network assessment, design, implementation, maintenance, and managed services for a complete, worry-free solution.
- Lower administration costs—Avaya administers your communications in its data center, which helps reduce the cost of managing remote branches and users and reduces the burden on your valuable IT resources.

- Leverage business continuity/disaster recovery protection—Because the On Demand equipment is in a secure, Avaya-operated data center, all of its built-in security, redundancy and disaster recovery features protect your IP telephony solution.

Solutions to fit your needs

In addition to MultiVantage Express and Avaya On Demand services, Avaya offers a wide array of communications solutions. From our S8300 and S8400 server built for midsize businesses to the S8500 and S8720 built for our largest clients, all Avaya's servers and gateways provide outstanding reliability and call processing. Each is capable of supporting individual best-in-class applications, from unified communications to multi-channel customer service applications.

Learn more

When you get your communications "right" you are building a foundation for the growth and success of your business. With over 100 years as a leader in communications, rely on Avaya to help you create the right solution for your business. For more information, contact your Avaya Client Executive, Avaya Authorized BusinessPartner, or visit avaya.com.

About Avaya

Avaya enables businesses to achieve superior results by designing, building and managing their communications infrastructure and solutions. For over one million businesses worldwide, including more than 90 percent of the FORTUNE 500®, Avaya's embedded solutions help businesses enhance value, improve productivity and create competitive advantage by allowing people to be more productive and create more intelligent processes that satisfy customers.

For businesses large and small, Avaya is a world leader in secure, reliable IP telephony systems, communications applications and full life-cycle services. Driving the convergence of embedded voice and data communications with business applications, Avaya is distinguished by its combination of comprehensive, world-class products and services. Avaya helps customers across the globe leverage existing and new networks to achieve superior business results.



COMMUNICATIONS
AT THE HEART OF BUSINESS

avaya.com