

Grow your Small or Midsize Business with a New Anytime, Anywhere Collaboration Solution

Accelerate business growth with innovative connect and collaborate anywhere technology at little or no upfront investment

Like many Avaya customers, the communications solution you implemented years ago continues to operate with the performance and reliability you've come to expect. We trust your Avaya solution has served you well, and has been an integral part of driving your business to the success it is today.

However, your business and customers have changed dramatically over the years. Business now moves at light speed and the demand for anytime, anywhere collaboration is essential to faster and better decisions. Whoever serves the needs of their customers fastest wins the business. This is the new normal.



Choose Innovation

The advances we've made in communications and collaboration have helped hundreds of thousands of Avaya customers change the way their businesses operate and perform, delivering tangible benefits: better serve more customers while managing their bottom line; enable employees to engage with colleagues wherever they're working; collaborate in richer and more meaningful ways that drive better outcomes.

Are you among the 87* percent who believe communications is "very important or critical" to driving productivity? Then read on.

"Reallocate your legacy maintenance costs into innovation and meet today's communication needs for less than you are paying now."

Collaborate Anytime, Anywhere

Empowering mobile, remote, and office workers to better engage with customers, suppliers and colleagues allows them to deliver more, and deliver it faster. That can translate into increases in revenue and profits.

You'll deliver real value to your business when you enable workers to be accessible and responsive at anytime, from virtually any location, using any device – smart phone, tablet, PC, or home phone. Avaya makes it possible with easy-to-use applications.



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Collaborate Like Never Before

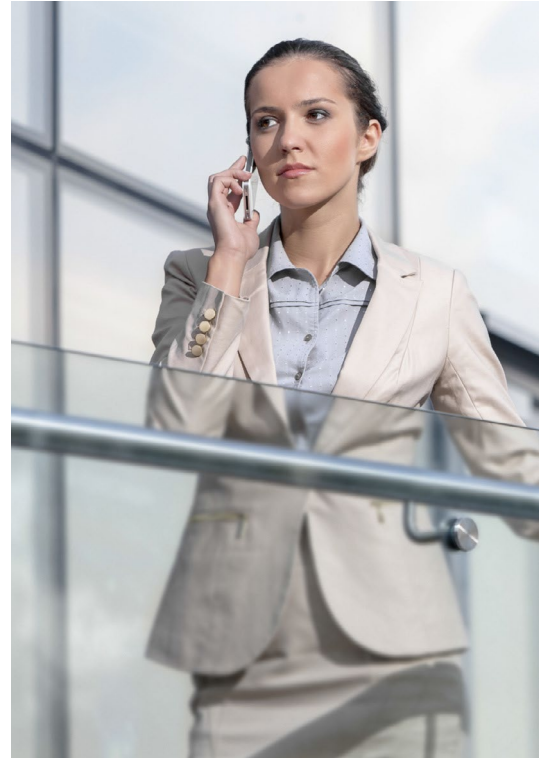
Avaya has transformed collaboration for the midsize enterprise. With a new Avaya solution, collaboration is more powerful. Audio conferencing is built in to enable multi-party conferences (without service provider fees). Web conferencing and uniquely affordable video collaboration make it easy for people in different locations to collaborate as if they were meeting face-to-face.

Offer the Ultimate in Customer Service

It's no longer enough to just meet customer expectations. You must exceed them. A more modern Avaya solution helps ensure it. Let customers reach you using their medium of choice: voice, email, fax, or chat. Get detailed reporting and analytics in easily customizable reports. Make efficient use of your call center agents, all day long.

Update and Reduce Your Costs

When you update your Avaya communications solution, you'll see enhancements in productivity and customer service and reduce your costs, too. Cut travel expenses using powerful web-based collaboration tools. Reduce monthly calling costs through SIP trunking and routing international cellular calls through your Avaya system. Use the built-in audio conferencing to eliminate service provider fees, and use far less power, too. Many of our customers are able to re-use their existing phones for additional savings as well.



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Breathe Easy with Simplified Management

For IT staff, modernizing your Avaya solution comes with bottom line benefits – not the least of which is how simple and easy it is to manage the solution. Simple, web-based administration means you can quickly and easily make moves, adds and changes with point-and-click simplicity. Manage multiple sites from a single interface. You'll appreciate the optional fully-redundant design and robust resiliency.

Avaya Makes it Easy to Innovate

As a loyal Avaya customer, you're in a position to take advantage of exclusive programs that make modernizing your Avaya solution easy and incredibly affordable. Use our Loyalty promotion for software credits that can save up to 40 percent on brand new software applications. In many cases, customers can use their existing phones, which can save up to 60 percent on the cost of a new solution. With available zero percent financing and Authentic Avaya buy-back programs, you could

save even more. Bottom line: for many of our customers who upgrade to a new Avaya solution, there are usually little or no up-front costs and operational costs are reduced or even lower than their older system.



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Your Communications Capabilities – Today and Tomorrow

See the impact modernizing your communications can have on your business.

Capability	Today (Avaya CS1000 – Option 1)	Tomorrow (Avaya IP Office™ Platform)
Contact Center	Typically inbound voice only	Rich multi-channel contact center with skills-based routing, supporting voice, fax, chat and email
Remote Working	Typically not available	Full unified communications access and call control from web portal interface
Mobility	Typically not available	Make and receive office calls, control conferences, instant messaging (IM) and presence, directory access, geo-location, and visual voice mail from Apple iPhone and Android devices
Audio conferencing	Usually 3-6 participants at best	Up to 256-port meet me conferencing with web controls
Desktop video collaboration	Not available	Integrated with Avaya Communicator, Avaya Softphone and Avaya Video Collaboration for IP Office
Microsoft Outlook integration	Not available	Dial from a contact, IM and presence from within the Microsoft Outlook plug-in
Microsoft Lync integration	Not available	Click-to-call, call control, IM and presence within Microsoft Lync client
System resiliency	Single processor with no resiliency	Optional fully-redundant design with robust resiliency
System Management	Text-based command-line interface with printed reference books	Centralized, easy-to-use point-and-click user interface with robust resiliency
SIP trunking	Not available	Integrated into the system

Learn More

For more information, contact your Avaya account manager or Avaya authorized partner, or visit www.avaya.com.

About Avaya

Avaya is a global provider of business collaboration and communications solutions, providing unified communications, contact centers, networking and related services to companies of all sizes around the world. For more information please visit www.avaya.com.

