



Avaya IP Office Release 8.0

Mobilizing Growth for Small and Medium Business

Today's Session:

- ▶ Review of Strategic Priorities and Roadmap Status
- ▶ IP Office 8.0
 - What's New Overview
 - Detailed Breakdown
- ▶ What it Means
 - To Your SME Prospects and Customers
 - To You
- ▶ Summary



Avaya strategic priorities

For SME markets



Simplicity



Customer Service



User Experience

Customer Benefit

Easy to understand, buy and finance

Solutions that help SMEs deliver better customer service and retention

Applications that are intuitive to use

Channel Benefit

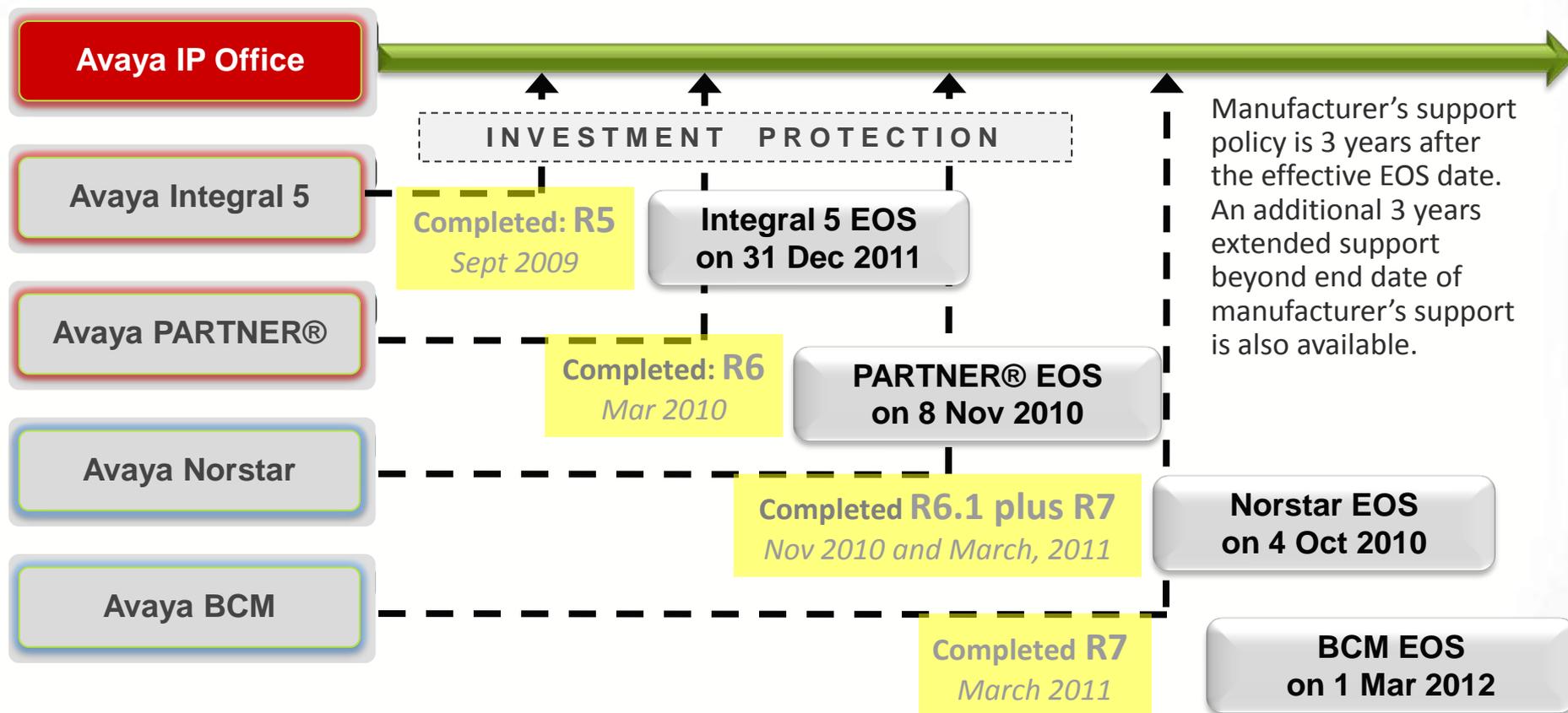
Seamless and profitable for channels to learn, sell, install and support

Products that sell and services that save time

Easy deployment and ability to support for channels

SME Communications: It's All About Innovation

The Convergence Roadmap is now complete



✓ Accelerates innovation with IP Office, our flagship solution for SME markets

Avaya IP Office R8.0

The Power of We™ for Small and Medium Enterprise

N=New
E=Enhanced

USER PRODUCTIVITY

n/a with Basic	Receptionist	Office Worker	Mobile Worker (Preferred)	Tele-Worker	Power User	Agent	Supervisor

Choose Based on the Number of User Types you Have (One Time Seat License)

GROUP COLLABORATION

Basic Telephony	IP Telephony with Mobility	Unified Communications	UC and Contact Center
IP Office Basic Edition	IP Office Essential Edition Pre-req: Basic Edition	IP Office Preferred Edition Pre-requisite: Essential Edition	IP Office Advanced Edition Pre-requisite: Preferred Edition

One Edition License Covers All Users on the Server (I.E. Location)

VOICE, DATA, VIDEO, AND DEVICES

Communications Server	Data	Multi Media Endpoints	Multi-site Options

OTHER OPTIONS

Optional Hardware & Software

Warranty & Services

Accessories & Adjuncts

Application Partners

Financing

Avaya IP Office R8.0

What's new



Differentiated Mobility

- ▶ New “one-X® Mobile Preferred” solution extends UC to Android mobile devices
- ▶ Integrated presence, IM, visual voicemail, conferencing & more!

New! Essential Edition License



Simplified Installation & Management

- ▶ C110 UC Module provides on-board applications support for IP500v2
- ▶ Bundled with Preferred Edition
- ▶ New browser-based Web Manager for IP Office Basic Edition (i.e. formerly Essential Edition - Quick Mode)

Expanded IP DECT options

High-quality audio G722 codec support



Desktop Application Integration

- ▶ New Microsoft® Outlook plug-in
- ▶ Enhanced one-X Portal for IP Office adds federated presence with GoogleTalk and MS Exchange calendar mining
- ▶ Salesforce.com Integration

New! Advanced Edition Reports and Statistics

IP Office Release 8.0

Avaya IP Office Essential Edition – R8.0

Delivers right priced value across editions

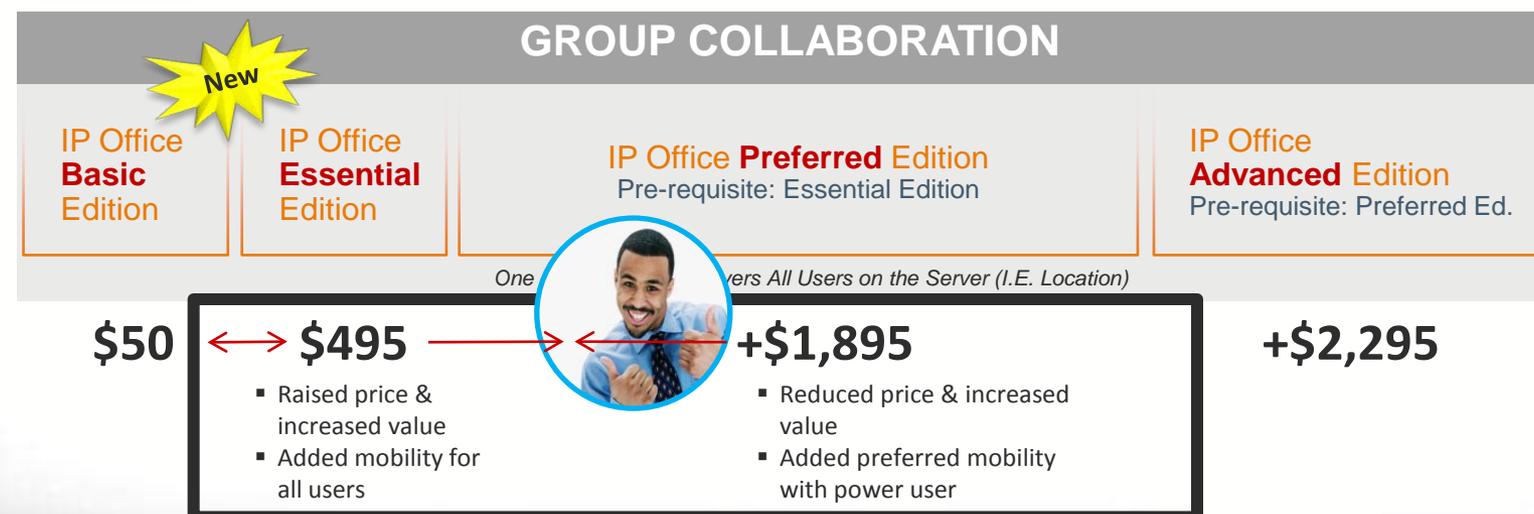
BEFORE: With 7.0



Problem:

- Too much value in STD mode for \$50
- Modes are too confusing
- Too wide a gap in price to jump to Preferred

AFTER: With 8.0



Solution:

- Simplify by eliminating "modes"
- Re-allocate pricing to minimize gap
- Add value to strengthen proposition

Avaya IP Office Editions

Price & value comparisons based on customer needs

\$50 NPL

Basic Edition
(Basic telephony)



- Key System
- Single site only
- Digital/Analog phones only
- Auto-attendant
- 64 party ad hoc conferencing
- Voicemail & voicemail to email

N/A: User solution, multi-site options



+\$495 NPL

(Total: \$545)

Essential Edition
(IP Telephony/Essential Mobility)



Adds to previous:

- IP PBX functionality
- Up to 40 Auto attendants
- One-X Mobile Essential (all users)
- Basic call control on mobile devices
- 128 party ad hoc conferencing
- Up to 2 remote phones/system

Options: Receptionist, Multi-site

+\$1,895 NPL

(Total: \$2,440)

Preferred Edition
(UC with Preferred Mobility)

Adds to previous:



- Full "Meet me" audio conferencing w/user passwords
- Unlimited multi-level auto attendant
- Scalable, resilient voicemail
- No limit on VPN phones/system (w/Teleworker)
- Call recording
- Ability to add user solutions – Desktop on mobile device, HD video conferencing, IM/presence, calendar mining, Outlook & Salesforce integration

Adds Options: Power User, Office Worker

+\$2,295 NPL

(Total: \$4,735)

Advanced Edition
(UC with Call Center)

Adds to previous:

- Track, measure customer service
- Password protected call recording with search, replay, archiving
- Alarm notifications
- Detailed actionable reports
- Interactive Voice Response (IVR)
- Text To Speech
- Visual Basic Scripting
- PC Wallboard



Adds Options: Agent, Supervisor

VOICE, DATA, VIDEO, AND DEVICES



Communications Server



Data



Multi Media Endpoints



Multi-site Options

IMPORTANT: Existing customer sites where user solutions were implemented without Preferred Edition will need to upgrade to Preferred Edition with their 8.0 upgrade. Any 8.0 upgrades where only Essential edition is implemented will lose all user solution functionality (excluding Receptionist)

New Avaya one-X[®] Mobile Preferred

Extends UC to Android devices

Mobility Offer

Included with IP Office Essential Edition

one-X[®] Mobile Essential for IP Office

- ▶ Cost-effective mobility without the need for an additional server
- ▶ Mobile twinning with office desk phone
- ▶ Call control as if you are in the office



**Supported on iOS 3.x,
Symbian, Windows Mobile**

PREMIUM Mobility Offer

For use with IP Office Preferred Edition

one-X[®] Mobile Preferred for IP Office

- ▶ Integrated server-based solution provides rich functionality
- ▶ Multi-modal communication – IM, voice call control, conferencing



**Supported on
Android 2.x**

Avaya one-X[®] Mobile Preferred for IP Office

Features users can now access on the go

- ▶ **Bring the one-X[®] Portal for IP Office experience to the mobile workforce**
 - Call control (click-to-call, click-to-conference, etc.)
 - Visual voicemail
 - IM and presence (both call and calendar)
 - Corporate directory access
 - Call screening
 - Additional features specific to mobile users
- ▶ **Supported on Android 2.x smartphones and/or tablets***



✓ Unique mobility with sell “sizzle” trumps competition
✓ Simplifies and drives UC adoption for mobile workers

* iPhone integration will follow in a dot release (cQ2 2012)

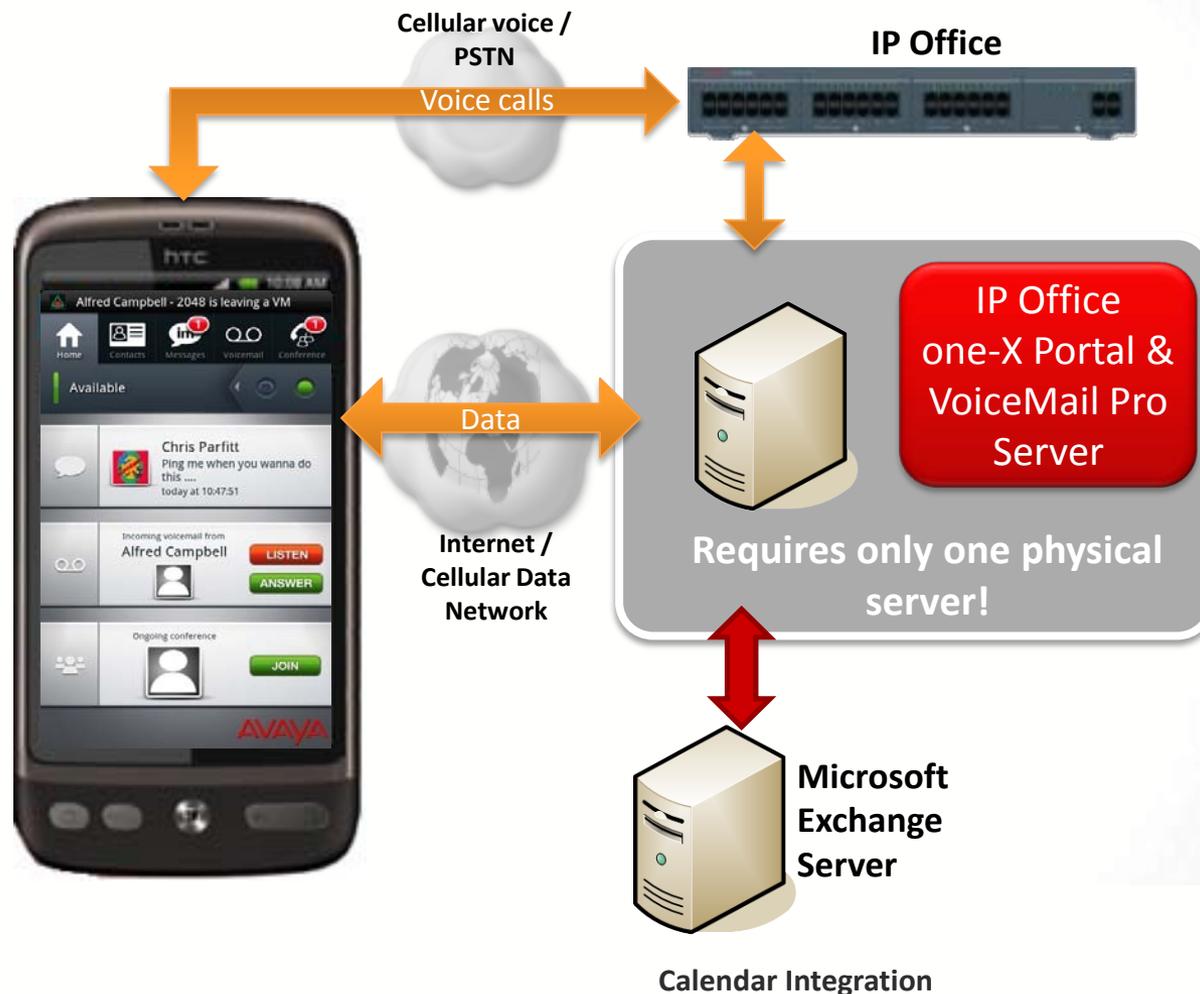
Avaya one-X[®] Mobile Preferred for IP Office

Easy to deploy, leverages existing server infrastructure

✓ Simplified, open architecture

- Only one physical server required (can use existing Preferred Edition / one-X Portal server)
- Calendar integration with MS Exchange
- Rich presence aggregation and federation with public networks

✓ Real-time business collaboration for the mobile workforce



Avaya IP Office mobility portfolio

Feature comparison

	one-X Mobile Essential for IP Office	one-X Mobile Preferred for IP Office
Features & Functionalities	<ul style="list-style-type: none"> ▶ Voice-based communications ▶ Mobile twinning ▶ Mobile call control (via DTMF) 	<ul style="list-style-type: none"> ▶ Data-based unified communications ▶ Corporate directory access ▶ IM/Presence ▶ Geolocation ▶ Visual voicemail
UI	▶ Basic User Experience	▶ Rich User Experience
OS Platform	▶ iOS 3.x, Symbian, Windows Mobile	▶ Android 2.x
Offer Bundle	▶ Included with IP Office Essential Edition license for <u>all</u> users	▶ Included in Mobile Worker & Power User packages (Preferred Edition license required)

Avaya C110 Unified Communications Module

Reduces cost, deployment and maintenance of external servers



- ▶ **Integrated CPU module for IP Office***
 - Linux-based module
 - Support for User Productivity applications
 - Single IP500 slot card
- ▶ **“One touch” solution**
 - Bundled with Preferred Edition – minimizes installation time
 - Single maintenance contract, reduced support cost, deployment, and server maintenance
 - Not tied to Microsoft or Linux updates and licensing
 - Simple to install – less than 30min vs. 2-hour install with a Windows server

- ✓ ***Lowers an already unique TCO proposition***
- ✓ ***Increase applications up-sell opportunity***
- ✓ ***Minimize disruption to SME during install***

* Module will GA early 2012

Avaya IP Office Web Manager for Basic Edition

Manage IP Office from any browser capable device

► Elegant and Intuitive User Experience

- Dashboard and monitoring
- Role-based administration
- Remote maintenance
- Registration health check and self-learning (future)
- Backup/restore to/from local/remote servers (future)
- SW upgrades from local/remote servers (future)

✓ Freedom of device (laptop or tablet) through broad variety of browser support to manage IP Office locally or remotely!

New Gadgets: one-X® Portal for IP Office

Increased personalization enhances user experience

The screenshot displays the Avaya one-X Portal for IP Office interface. At the top, it shows the user's status as 'In Office' with 'Your business name here', contact information for 'John Smith', and options for 'Available', 'Logout', and 'Help'. The main navigation includes 'Main' and 'Configure' tabs. The interface is divided into several sections:

- Calls:** A section for managing active calls, featuring a 'Mute' button for active calls, a list of participants (e.g., Pradyu..., Extn 5104), and options for 'Conference', 'Mute', and 'Mute All'.
- Directory:** A search interface for contacts, categorized by 'System', 'External', and 'Personal'. It shows a list of contacts including Alex, Brad, Charlie, and others.
- Call Logs:** A table showing call history with columns for Name, Time, Duration, and Calls. The table is filtered for 'Incoming' calls.
- Twitter:** A social media integration showing tweets from 'chill_hus' and 'AVAYA'.
- Footer:** Includes the 'one-X Applications' logo and an 'Appearance' icon.

Mute button for active calls

Federated presence with GoogleTalk contacts

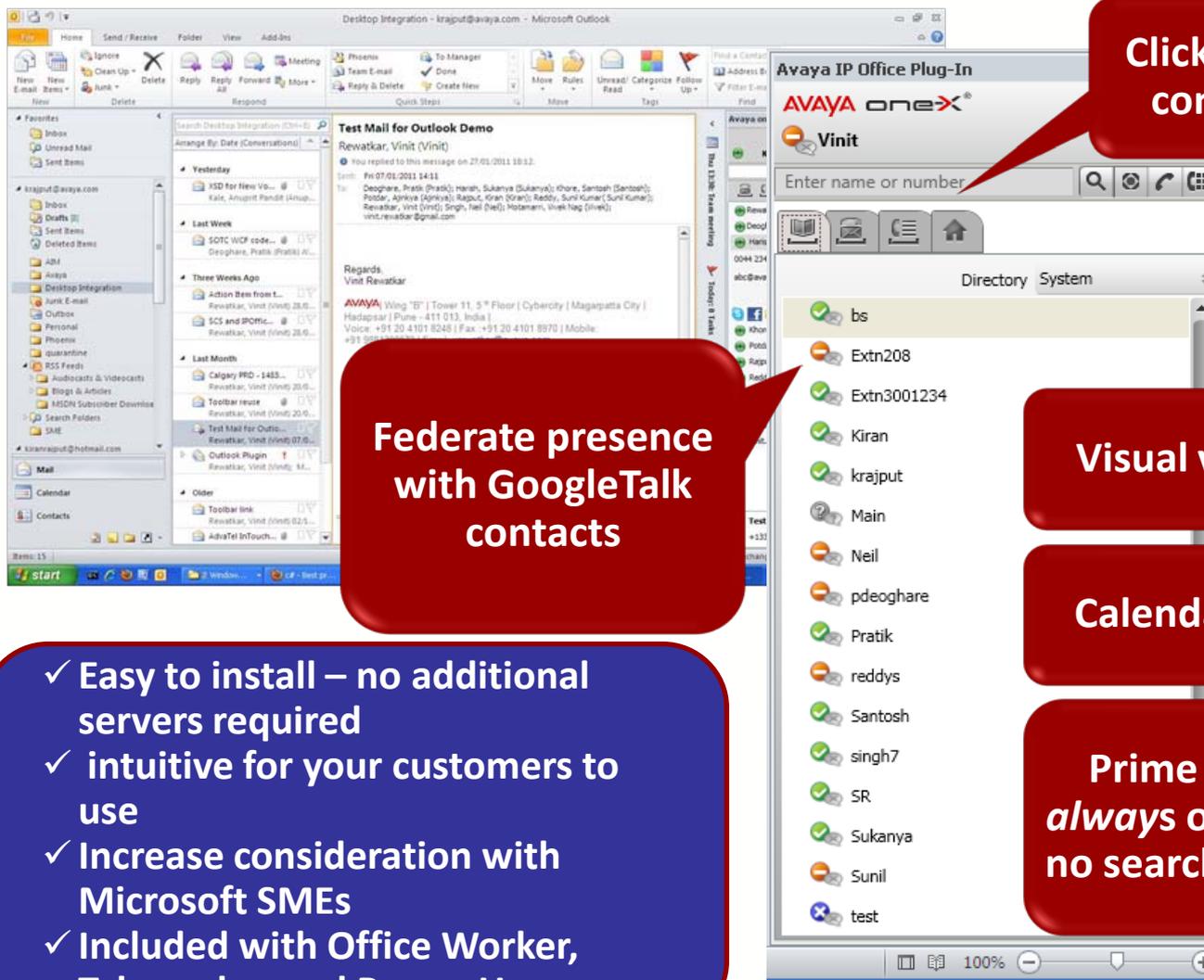
MS Exchange calendar mining

Transfer IM to voice conversation

Easy 3rd party gadget integration e.g. iGoogle

**✓ Simple URLs
✓ MyBuddy
✓ Gadget tabs & more!**

New: Avaya IP Office Plug-in for Microsoft® Outlook Enables SMEs to embed communications into their desktop



Click to call or conference

Federate presence with GoogleTalk contacts

Visual voicemail

Calendar mining

Prime contacts *always* on display – no search required!

- ✓ Easy to install – no additional servers required
- ✓ intuitive for your customers to use
- ✓ Increase consideration with Microsoft SMEs
- ✓ Included with Office Worker, Teleworker and Power User

Integration with Salesforce.com

Call control through SFDC portal

Make and receive calls

Consultative or blind transfers

Screen pop on incoming calls

Place calls on / off hold

Name	Account Name	Phone
Singh, Neil		402
Danghare, ...		309
Reddy, Sun...		208

► “Out of the box” integration with IP Office

- Simple plug-in appears in side bar of every SFDC page
- Enable your customers to personalize their service
- Instant access to customer information
- Included with Office Worker, Teleworker and Power User

New IP-DECT Gateway

Combine digital and IP base stations in a single network

Avaya IP DECT R4 Gateway



▶ Modular, scalable wireless solution

- Connect IP or digital base stations
- Up to 16 base stations per gateway; 2 gateways per IP Office
- Seamless hand-off and roaming for users in a campus environment

▶ Integrated applications on handset

- Avaya In-building Wireless Server (AIWS) enables messaging, central phonebook, and centralized management of handsets

✓ *Simple - centralized management eases administration*

✓ *Flexible – add IP or digital base stations depending on customer need*

IP Office Advanced Edition

New reports, features, and statistics



New reports

- ✓ Reports shown in 15 & 30 minute increments
- ✓ Agent Performance Factor in Agent Time Card Report
- ✓ Supervisor Report Template Copy
- ✓ Custom reports with Microsoft Report Builder

New features

- ✓ Coaching / Silent Intrusion / Whisper page
- ✓ Real-time monitoring
- ✓ Enhanced system statistics

- ▶ *Simple, powerful reporting with even more value for your customers*
- ▶ *Thin client architecture lowers speeds installation, lowers TCO*

What it means

Avaya IP Office R8.0

What it means for your SME prospects and customers

Manage Your Office from Your Mobile Device

- ✓ *Seamless integration between your office desktop and your mobile devices*
- ✓ *Real-time business collaboration and federated presence across multiple platforms*

Integrate Communications & Business Applications

- ✓ *Integration with Salesforce.com® and Microsoft® Outlook enables SMEs to embed communications into their desktop*

Lower Your TCO with a Greener Solution

- ✓ *It's greener - C110 UC Module consumes less power than external server*
- ✓ *Up to 5% lower TCO over 5 years than server-based installations**
- ✓ *Hybrid DECT enables SME to retain infrastructure; save \$*

*Research was conducted independently by The Tolly Group, and The Tolly Group was compensated by Avaya for conducting the study

Avaya IP Office R8.0

What it means for you

**Maximizes
Revenue
Opportunity**

- ✓ *Improve applications attach rate*
- ✓ *Pull through white label mobile services / traffic*
- ✓ *Expands sales opportunity through integration with Microsoft Outlook and Salesforce.com*

**Strengthens
Selling
Proposition**

- ✓ *Installation made easier by consolidating applications on a single “plug and play” module*
- ✓ *External Windows server, licenses, and skill set not required*

**Lowers Your Cost
of Sale, Support**

- ✓ *Web-based management reduces overhead and maintenance costs*
- ✓ *Reduce installation times by more than 90 minutes over server-based installations*

Avaya IP Office R8.0

Differentiated selling for SME channels



**One Product.
One Model.**

- *Single, modular platform – from 5 to 1,000 users*
- *Serves entire SME segment, as they grow*

**Rich
Collaboration.**

- *Enriched mobility with desktop experience on cellular*
- *Includes 128 party audio conference bridge*
- *Video Conferencing*



It's a Hybrid.

- *IP, digital, analog or SIP or mix*
- *Greener on IP than the rest*
- *Variety of digital options consume far less energy*

**Uniquely
reliable &
resilient.**

- *No fans, No moving parts.*
- *Software-driven resiliency (no idle hardware)*

**Easy to
Customize,
Personalize.**

- *Browser based user solutions*
- *170+ compliant applications via Avaya DevConnect*

Industry Selling With SMEC Premier Partners

Innovative solutions to penetrate new markets, boost deal size

- ✓ Close relationships developed with select DevConnect Partners
- ✓ Pre-certified with IPO R8.0
- ✓ High value applications to drive high margin sales
- ✓ Orderable with Avaya Part number (CQ1 2012)
- ✓ Opportunities for new markets not currently accessible with IP Office

What this means for Partners

- ✓ Increased revenue opportunity
- ✓ Improved margins from software
- ✓ Repeatable business (verticals)
- ✓ Take share from competition



Avaya IP Office R8.0 - Premier Partner Solutions

Integrating Professional Services solutions for SMEs

Key Verticals Targeted by IP Office release 8.0		Services Vertical - Legal	Services Vertical - Finance
Customer Profile		<ul style="list-style-type: none"> • Highly mobile workforce • Require high degree of collaboration with colleagues and clients • Need to have accurate and efficient billing management • Need to hire temp workers • Call recording integral to business 	<ul style="list-style-type: none"> • Need sales/service staff to be easily accessible • Must provide a high degree of customer service • Need to manage costs • Often operate across multiple sites
Key Value Propositions		<ul style="list-style-type: none"> • Anytime, anywhere access • Improved AR turnover • Attract and hire workers regardless of location 	<ul style="list-style-type: none"> • Anytime, anywhere access • Prompt, personalized customer service • Seamless collaboration across multiple sites
Solutions	Core Solution	<ul style="list-style-type: none"> ✓ IP Office Preferred Edition ✓ Power User / one-X® Mobile Preferred for IP Office ✓ CTI Integration 	
	Efficient Office	<ul style="list-style-type: none"> ✓ IP Office Advanced Edition ✓ Power User / one-X® Portal for IP Office 	
	Premier Partner Solutions	<ul style="list-style-type: none"> ✓ Computer Instruments (Enhanced IVR/Paging/Messaging) ✓ AMC (CRM Integration) ✓ RSI , Tiger (Call Accounting) ✓ Datel (Call Reporting), NMS Adaptive (Call Recording, 3rd party app integration) 	

Avaya IP Office R8.0 - Premier Partner Solutions

Improve customer interaction and satisfaction

- ▶ **IP Office with Premier Partners Solutions deliver applications to:**
 - Provide better cash flow through faster collections
 - Implement Work Force Automation
 - Speak the customer's language – IM/Video/Web/Phone
 - Increase revenue with sales force knowledge and flexibility
 - Get paid sooner and more accurately with advanced billing
 - Enable customer self-service with enhanced IVR
 - Get your experts connected to your customers
 - Reduce staff workload and customer frustration with full call history
 - Improve customer satisfaction by linking call reporting and call recording



**✓ Avaya IP Office together with Premier Partner Solutions
improve customer service for your clients!**

New Tools!

Sales Tool Kit for R8.0

- ▶ EZ Demo gets a makeover
- ▶ Also available on iPad
- ▶ Available soon in French, German & Russian
- ▶ Updated ROI Calculator
- ▶ Updated Collateral and tools
- ▶ New Posters & Screensaver



**Download IP Office EZ Demo: Go to Safari on iPad
(must be running latest OS on iPad)**

<http://avayaezdemo.level0help.com>

Don't forget the full arsenal!

Complete set of tools to help you win

AVAYA SME SALES PORTAL
SME Sales View, NA | [Change View](#)

Welcome, Joseph Scotto | 07 Mar 1 | 05:33:26PM | [Change](#)

News | Competitive | Events/Forums

- Avaya B100 Conference Phones Now Available
- IP Office EZ Demo available on iPad!
- SME TSP Advanced Parts Replacement

IP OFFICE R7.0 IS COMING
LEARN THE DETAILS!
Get a better understanding of what's new in IP Office Release 7.0, enabling you to communicate the product solutions and offering to your client base.
[Click here to get the Feb 11th details >>](#)

News Archive | [Sales News Submission Form](#)

Understand the Marketplace

- About Avaya SME**
Integrated Product Roadmap Resources
Who Is Avaya SME?
- Case Studies and Customer Reference**
Avaya Customer Gallery - SME Information
SME Video Testimonials
- Competitive Intelligence**
SME Competitive Information
- Understanding Verticals**
About SME Vertical Solutions
Accounting Firms
Auto Dealers
Doctors Offices-Healthcare Clinics
Education
Hospitality
Import-Export
Wholesalers
Law Firms
Real Estate Agencies

Evaluate the Solutions

- Corporate Information**
External Market Share Summary
- Products**
Business Communications Manager
IP Office
Software Communication System
[More](#)
- Services**
SMBS Maintenance
SME Technical Support for Partners
- Applications**
IP Office Customer Call Reporter
IP Office Phone Manager Pro
IP Office SoftConsole
IP Office VoiceMail Pro
- Partners and Alliances**
DevConnect Solutions for SME
- Training and Certification**
Executive Conversations for Competitive Advantage

Prepare the Customer Proposal

- Sales Tools**
Avaya IP Office Did You Know
Avaya IP Office Return on Investment Calculator (ROI)
Download & Search for Sales and Customer Literature
EZ Quote
End of Sale/End of Support Notices
Executive Briefing Centers
SME Brochures
SME Factsheets
SME Product Positioning Tools
SME Proposal Wizards
SME Selling Aids
SMC Migration Toolkits
White Papers
- Demonstrations**
IP Office Demonstrations
- Corporate Brand, Lead Gen, Ads, Campaigns**
Avaya Brand Center
Avaya Photo Library
SME Programs and Promotions

Manage my Avaya Relationship

- Quick Links**
Authentic Avaya Refurbished Equipment
Avaya BCM R6.0 Sales Toolkit
Avaya Financial Services
Avaya IP Office R6.0 Sales Toolkit
Avaya IP Office R6.1 Sales Toolkit
Avaya IP Office R7.0 Sales Toolkit
Avaya Learning Center
EZ Quote
Escalation Support for Services
Global Event Schedule
Partner Marketing Central
SME Programs and Promotions
Sign up for Avaya NewsFlash
Whats Hot
- BusinessPartner Resources**
Avaya Connect
Onboarding Resources
[More](#)
- Warranty, Claims and Returns**
SME Warranty Information

Search >>

Intranet People

[Advanced Search](#)
[POST Directory](#)
[Site Index](#)

Your Opinion Counts
Tell us how you think we can improve the portal >

My Links
[Supervisor Center](#)
[Transactions](#)
[Travel Services](#)

[Add/Edit links](#)

Recently Viewed
SME Video Testimonials
SME Competitive Information - SME
IP Office R7.0 is coming - Learn the details
Welcome to the IP Office R7.0 Sales Toolkit
Avaya IP Office R6.1 Sales Toolkit

Reminder ...

Industry Toolkits

TCO paper

Competitive Sheets

BCM Feature Matrix

EC Tool

Case Studies

Roadmaps

Positioning Tools

White Papers

Avaya IP Office recognition

Frost & Sullivan Product of the Year Award - 2011

Avaya IP Office was evaluated on 4 criteria:

1. Value for money
2. Product features & benefits
3. Go-to-market strategy
4. Market potential & customer adoption



“In recent years, the small and medium business segment has grown in importance, becoming the target for a wave of enterprise communications products catering to their specific needs. As a result, capabilities that were once reserved for large enterprises have now made their way into the small business segment. With over 200 thousand platforms installed and over 6 million users worldwide IP Office from Avaya successfully presents SMBs with easy IP and unified communications migration path.”

-- Dorota Oviedo, Industry Analyst, Frost & Sullivan

Avaya IP Office R8.0

Call to action

- ▶ Download the EZ Demo Sales tool
 - Laptop: <http://partner.avaya.com/ptlWeb/spCP/CS2011121135038381009>
 - iPad from safari on iPad: <http://avayaezdemo.level0help.com>

- ▶ Understand verticals – Differentiate!

- ▶ Learning Resources...
 - SME Portal <http://partner.avaya.com/ptlWeb/smbbs/spHome>
 - Look for the **Avaya IP Office R8.0 sales toolkit**
 - Take the Course:
 - R8.0 Delta
 - APSS

Thank you!

Backup

The Value of Essential Edition

What Customers Get When Upgrading from Basic - for only \$495

What's Different			What's the Same		
Feature	Basic Edition	Essential Edition	Feature	Basic Edition	Essential Edition
Extensions	100	384	Voicemail	Yes	Yes
PRI/T1	1	8	Embedded Messaging	Yes	Yes
Call Conferencing	64-party	128-party	Group Mailboxes	Yes	Yes
Key System Mode	Yes	No	SIP Trunking	Yes	Yes
# of Auto Attendants	9	40			
Mobile Twinning	No	Yes			
one-X Mobile Essential	No	Yes			
Hot Desking	No	Yes			
ARS Support	No	Yes			
IP Office Web Manager	Yes	Future Release			
			Options	Basic Edition	Essential Edition
			Multi-site Networking Capable	N/A	Yes
			Remote Worker (2 seats)	N/A	Yes
			Receptionist support	N/A	Yes
			Wireless DECT Phones	N/A	Yes

Avaya IP Office Essential Edition

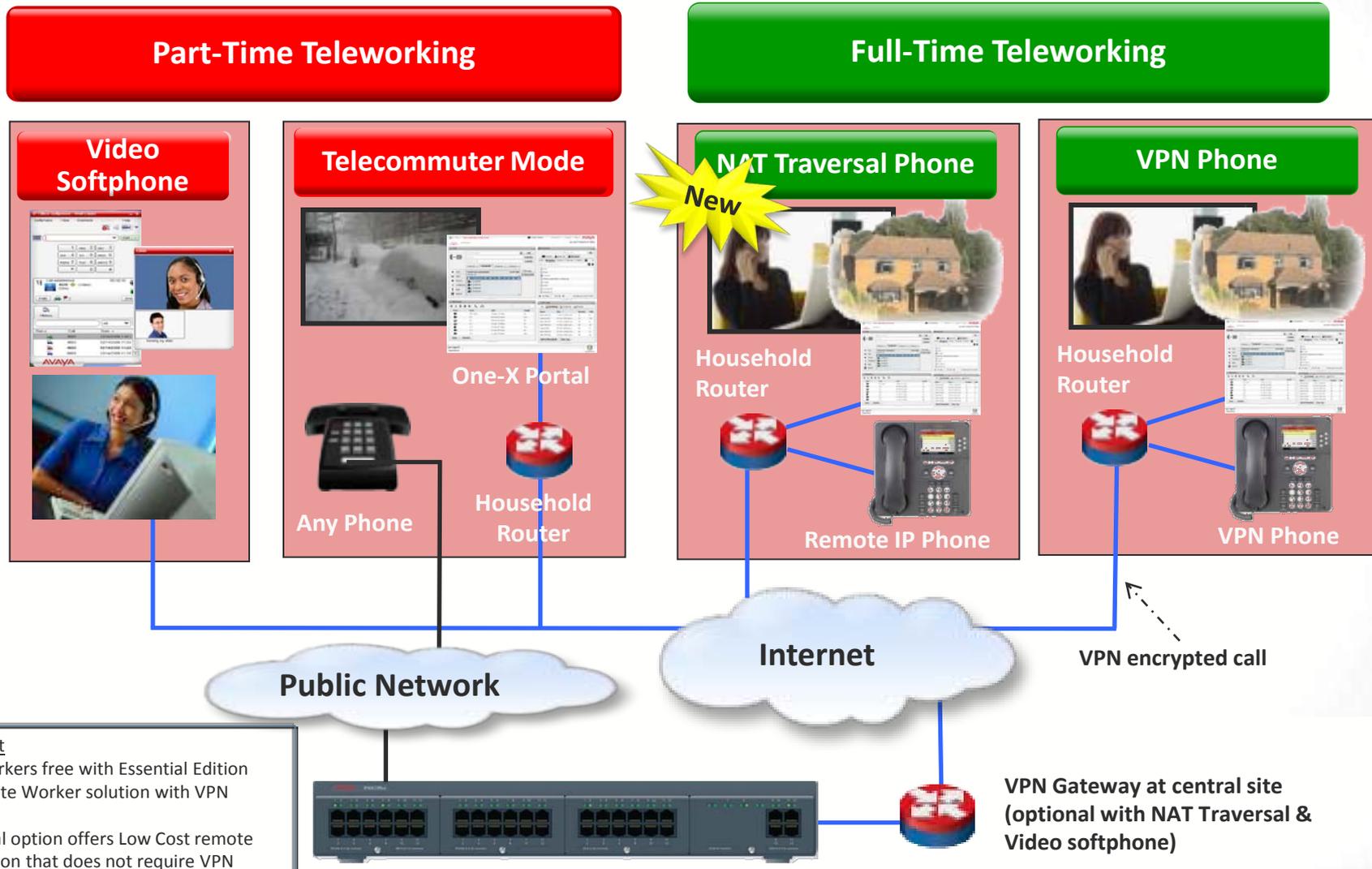
The Best Value for the Money

For 10 user constructs \$ is approx. \$1,000
 For 25 user constructs \$ is approx. \$2,000

	IPO Essential Edition	UC 320	Small Business Edition	3000	Link Pro 160
10	\$\$\$\$	\$\$\$	\$\$\$\$\$\$	\$\$\$\$\$\$	\$\$\$\$
25	\$\$\$\$	\$\$\$\$\$	\$\$\$\$\$\$\$\$	\$\$\$\$\$\$	\$\$\$
	<p><u>Avaya Value</u></p> <ul style="list-style-type: none"> • Mobility for all users with SIP/T1 • Scales to 384 users on single platform • Native SIP trunks • TUI or Web GUI programming • Visual Voice <p><u>Can add:</u></p> <ul style="list-style-type: none"> • up to 2 Remote worker solutions • Multisite support • TDM or IP for trunk/phones • DECT support • UC apps with upgrade to Preferred Edition 	<p><u>Areas to exploit:</u></p> <ul style="list-style-type: none"> • Cheaper for <15 but does not scale above 24 users • Limited conferencing • More expensive SPA500 phones needed to get features • No TUI • Pure IP Play only <p><i>*What they have that we don't:</i></p> <ul style="list-style-type: none"> • Built in WiFi 	<p><u>Areas to exploit:</u></p> <ul style="list-style-type: none"> • Requires separate PC server (included) • Pure IP play only • URL GUI • Supports all UC applications • May need third party for SIP support <p><i>*What they have that we don't:</i></p> <ul style="list-style-type: none"> • Can add UC apps 	<p><u>Areas to exploit:</u></p> <ul style="list-style-type: none"> • VM and AA optional, not included (3 options to choose from) • 900MHZ cordless (3810 equiv) <p><i>*What they have that we don't:</i></p> <ul style="list-style-type: none"> • Optional broadband module for UMS/softphone click to dial and up to 12 remote IP phones 	<p><u>Areas to exploit:</u></p> <ul style="list-style-type: none"> • Limited scale • Only scales to 25 on one system, 50 across 10 • Pure IP Play • 10 SIP, + 6 analog line limit <p><i>*What they have that we don't:</i></p> <ul style="list-style-type: none"> • Desktop cordless /mobility handset • PBX or Key modes

Teleworker enhancements

Choice of capabilities for a flexible workforce



Customer Benefit

- 2 remote workers free with Essential Edition
- Secure Remote Worker solution with VPN option
- NAT Traversal option offers Low Cost remote worker solution that does not require VPN

AVAYA

The Power of We™