



STL Communications Technology Fair Avaya CS1000 Direction and Migration Strategies

Case Study 1 – Technology Refresh Opportunity

Customer – Mid sized University

- Release 4.x CS1000M Single Group
- 800 TDM based phones
- 50 IP Phones
- 4 PRI LD trunks and 2 PRI Local trunks
- Deployment of a Data Center solution is attractive potential design
- Very interested in a Distance Learning solution to help expand footprint

Goal – In the past few years, the University has updated wiring plant and Data Network to support a campus wide VoIP solution to take advantage of the cost efficiencies of a single cabling infrastructure, and new technologies in Unified Communications applications. The University is interested in deploying a solution that integrates with their existing solution for Presence and IM and the possibility of migrating to a Carrier SIP Trunking environment is also a key in making the decision. Deployment of a total solution including a Distance Learning solution for Audio and Video Conferencing is a potential solution that could make sense for them.



This University has done their homework on solutions that fit their needs. The existing solution is out of date and an entire Technology Refresh has been identified as the most logical solution. With a high leaning towards developing a Data Center design, the need to have a Virtualized Environment was a must have in the solution. After studying several vendors, the decision was made to go with the Avaya Aura Virtualized Environment solution.

This solution includes the following:

- Avaya Aura Session Manager
- Avaya Aura System Manager
- Avaya Aura Communication Manager
- Avaya Aura Messaging
- Avaya Aura Conferencing 7
 - Avaya Radvision Integration
- Avaya Aura Application Enablement Server
- Avaya Agile Communication Environment
- Avaya Utility Server
- Avaya WebLM (License Management)
- Avaya Secure Access Link
- Avaya Client Enablement Server

The University is interested in integrating the solution with their existing Presence and IM Solution as well as developing customized Communications Enabled Business Processes, making the Agile Communication Environment and the advent of the Avaya Communications Applications for Microsoft Lync integration very attractive.

The devices used at the desktop will vary based on user need, but the Avaya 96x1 series offers high functionality and system integration with simple, touch screen offerings as well as basic user styles to give the University a choices. The Avaya Client Enablement Server will offer the University a wide variety of mobile devices to implement Communication Clients including one-X Mobile and Flare Experience for iPad as well as the Avaya Desktop Video Device.

The University is in discussions with several Carriers to deploy a Carrier SIP Trunk offering. Using the Avaya SBCE offers a proven SIP Trunking solution with the ability to support a variety of advanced applications including Remote VPNless Telephones for work-from-home workers.

The University is pleased with the Support Advantage Preferred Option and has included the Upgrade Advantage option to keep the solution up to date. The University will receive a variety of services including “While You Were Sleeping” Reports which provide an itemized list of incidents reported automatically to Avaya over the past 24 hours including any tickets that would have been opened over that period of time.

Case Study 2 – Upgrade to Current

Customer – Large Enterprise with multiple branches and heavy investment in CS1000 capabilities

- CS1000E Main Site at release 6.0
- Survivable Media Gateways at 4 remote locations
- Centralized CallPilot Solution
- Contact Center 7
- Mixture of SIP Trunks and PRI Trunks
- Standardized on the 1100 series IP Phones
- Mixture of Analog devices where necessary
- Existing PASS Plus Support Contract is in place
- Some work-from-home employees with Soft Clients
- Looking to implement an in-house Conferencing solution

Goal – Take advantage of the existing PASS Plus contract and upgrade the current infrastructure to preserve investment in the existing solution and applications. The organization also wants to add some capabilities such as a Conferencing Solution and some other SIP Based Communications Applications to allow flexibility and strategic deployment of a variety of solutions.



The organization is very familiar with their current infrastructure and is expecting to get maximum value from the solution so upgrading is the logical solution. The infrastructure is relatively current at the pre-upgrade state and a solid VoIP strategy has already been implemented. Upgrading to Avaya CS1000 7.6 as well as CallPilot 5.1 and Avaya Aura Contact Center 6.3 will update the system to current, and should provide the organization at least 5 additional years of up to date technology at the least possible cost.

The CS1000E upgrade will include implementation of the Avaya Aura Session Manager and System Manager which will give the customer the ability to implement a variety of SIP based applications including the Avaya SBCE for SIP Trunks, and Avaya Aura Conferencing 7 SIP Based Audio / Video Conferencing solution. The customer will also be able to add the Radvision Infrastructure to support Video applications including point to point video calling and video conferencing, as well as integration with a variety of existing video solutions including Polycom and Microsoft Lync.

Upgrading the Voice Messaging platform to current will allow the customer to maintain the current investment in voice messaging and by upgrading the server to the CallPilot 1006r server, this makes it easy to migrate to an Avaya Aura Messaging solution in the future. The CallPilot offers services to the Contact Center to support routing calls into the intended Avaya Aura Contact Center 6.3 solution to offer the most current capabilities for the Contact Center Agents, including Multi-Media agents with web based solutions, e-mail queuing, and Instant Messaging capabilities is attractive to this customer.

To maintain support of the system, the customer is entering into a 3 year Direct Avaya Support contract offered through the partner of record, which offers a significant advantage for this customer by allowing them to maintain the system through the remaining serviceability time that CS1000 is offered through Avaya.

Coverage includes:

- Direct 24/7 access to expert Avaya engineers
- 24/7 remote hardware and software support
- Emergency recovery
- Remote alarm monitoring
- Next business day, same business day or 4-hour response parts dispatch
- Software updates and patches
- Online tools, including e-notifications, custom support guides, performance reports and customer support user forums

Case Study 3 – Augmentation of existing system with Collaboration Pack

Customer – Mid sized customer with a CS1000E at current release and looking to keep current with Unified Communications trends.

- CS1000E with 350 users
- CallPilot Voice Messaging
- 5 PRI Trunks offering a mixture of Local and Long Distance Services
- Mixture of TDM and IP Clients
- Manufacturing Environment with some WLAN IP Telephones
- ACE Deployment with a variety of Canned Applications including Event Response Management

Goal – Customer is looking for the least expensive solution for adding advanced Unified Communications tools, while maintaining the investment in an existing solution that is at current release and offers significant value in the meantime. The customer is looking at a variety of SIP based applications and Session Management is of significant interest.



This customer is interested in developing some competitive advantage using Mobility Clients and Communication Enabled Business Applications for quick response to customer needs. Implementing the Avaya Collaboration Package for CS1000 will provide the customer with several capabilities to address the goals and improve their stance in quick customer response will improve an already strong customer satisfaction rating.

The Collaboration Package includes the following capabilities for this customer:

- Avaya Aura Session Manager
- Avaya Aura System Manager
- SIP Feature Server
- Integration with existing CS1000 clients and applications
- Enables BYOD strategy with UC applications for the CS1000
- Introduces UC Mobile Applications for iOS, Android, and desktop clients

The integrated single server solution provides this customer with Session Management with the ability to implement SIP based applications including SIP based Conferencing, Video, SIP Trunking, and SIP

based Voice Messaging applications as needed. This customer prides themselves on a personal service model with direct reachability anytime, anywhere. The ability to deliver current UC Clients for a variety of BYOD devices enhances the ability for this customer to deliver on this expectation from their customers.

The Collaboration Pack will support one-X Mobile applications for the Android Smartphone and tablets, and Flare Experience for the iPad and the ADVD.

Avaya offers direct implementation services to offer a quick delivery of this offer to our customers. Implementing the Collaboration Pack allows customers to stand firm on an existing value driven solution like the CS1000, while delivering enhanced capabilities right now. The Collaboration Pack is expandable to 2,400 total users and can be envisioned as a potential next platform.

Avaya offers Support Advantage for the Collaboration Pack with the full suite of options including

- Support Advantage Essential and Preferred
- Support Advantage Upgrade Advantage
- Support Advantage Advanced Parts Replacement
- On-Site Services
- Remote Monitoring and Management