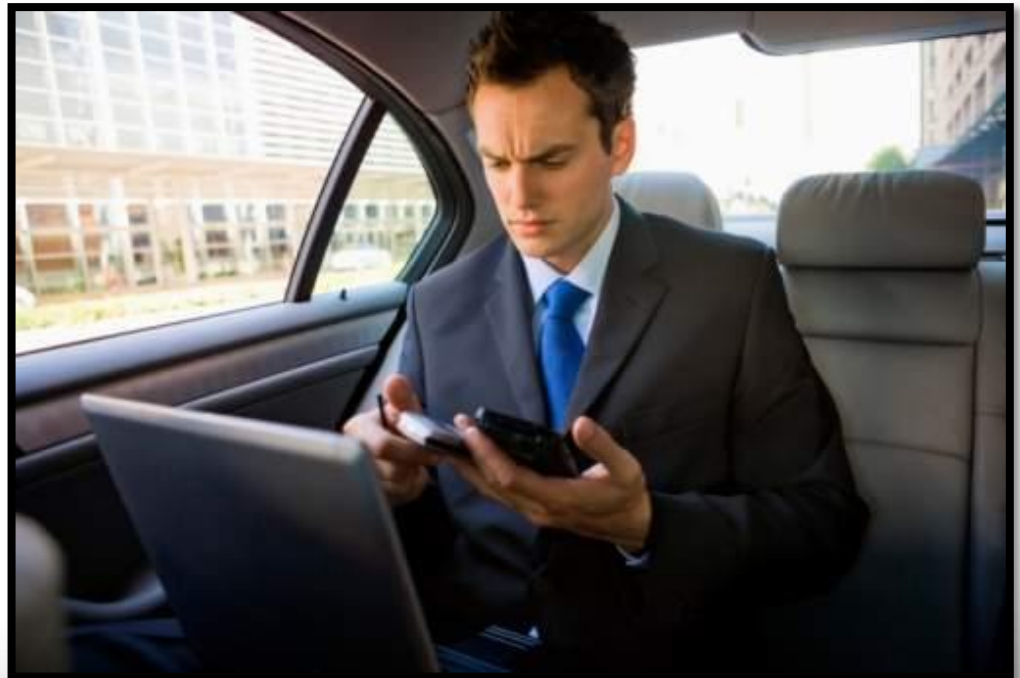




Innovations in Workforce Mobility

Why the Time is Right
for A New Avaya Solution

Jason McKanna
Channel Account Manager
September 18th, 2013



Why Upgrade Your Communications System?

AVAYA

As a small business owner/manager,
you have your hands full.

Why add “*upgrading your communications
system*” to your **To Do List**?

**The simple answer: *It's worth it...to
you and your business.***

***Upgrading today can deliver real,
bottom line business benefits.***



What Is Avaya IP Office?

AVAYA

A communications solution designed for growing businesses and organizations.

Unifies communication: call handling, messaging, conferencing, presence, IM, and much more

Delivers the personal service that drives customer loyalty: personalized calling handling, call center capabilities

Helps people work easily from anywhere: integrates with your mobile, find me/follow me

Designed for growing businesses: easy to manage, low cost to operate



Helping Small and Midsize Businesses by Unifying Communications

AVAYA

Get all your communications working together—phone, e-mail, messaging, IM, mobile and more, to...

- ▶ Serve customers better
- ▶ Simplify workflows
- ▶ Make it easy for your employees to work from anywhere



***Avaya IP Office
does all
of that and
more.***



Let Us Show You How Upgrade to Avaya IP Office And...

AVAYA

- ▶ Get features you never thought possible on an office communications system
- ▶ Get business benefits that can save thousands of dollars
- ▶ Keep up to 60% of your initial investment in your current communications system

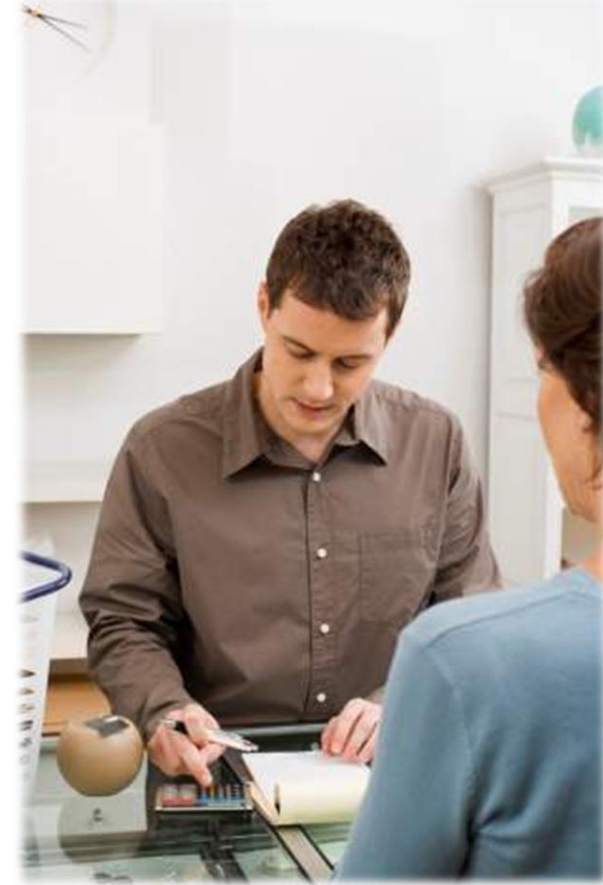


***We'll show you examples of small
to midsize businesses using
Avaya IP Office
that do all of this today.***

Is This You?

AVAYA

- ▶ Your current Nortel™ communications system is 3+ years old
- ▶ You have built a strong business and plan on operating for the foreseeable future
- ▶ E-mail and mobility are important to your business
- ▶ You now pay extra for conference calls, fax and call recording
- ▶ You operate multiple offices
- ▶ You want to set up a sales or customer service center
- ▶ You employ or support remote workers



Avaya IP Office Options You Won't Have Elsewhere

AVAYA



Group Collaboration Editions

Preferred and Advanced Editions—based on your needs and budget



User Productivity Solutions

Profiles—options to meet the needs of specific users in your organization



Flexible Architecture

Hybrid or IP – for optimal deployment



Future Ready

Works with existing phones, devices, applications – and connects to Avaya Aura®

IP Office 'Editions' for Every Kind of Business and Budget

AVAYA

IP OFFICE BASIC EDITION

- Single-site businesses expecting <30 total users on the system over next five years
- Seeking “must haves” of communications
- Business telephony



IP OFFICE ESSENTIAL EDITION

- Adds greater scale to Basic Edition, including the ability to add sites and up to four remote phones
- Doubles the conferencing capacity
- Includes the one-X mobile essential solution for all users



IP Office 'Editions' for Every Kind of Business and Budget

AVAYA



IP OFFICE PREFERRED EDITION

- Adds to Essential Edition – Full “meet me” conferencing w/user passwords, more voice mail capacity, call recording, and the ability to add the user productivity solutions that include Avaya Flare and Avaya one-X mobile preferred on Android and iPhone
- No limit on remote VPN phones or auto attendant

IP OFFICE SERVER EDITION

- Designed for midsize enterprises seeking greater scale, lower TCO and simple deployment and management
- Adds ability to support up to 2,000 users on a single site; centralized licensing, centralized management and expands voice port capacity to 100 ports



IP OFFICE ADVANCED EDITION

- For enterprises with a dedicated customer service staff
- Adds the ability to track, measure customer service
- Includes call recording with search/replay/archive, alarm notifications, IVR, TTS, reporting and PC Wallboard

Why Avaya?

AVAYA

What are you looking for?

Enterprises of all sizes depend on Avaya for communications that improve efficiency, collaboration, customer service and competitiveness



#1 Worldwide

IP Telephony | Multimedia Contact Centers |
Voice Messaging | Unified Communications

#1 U.S.

PBX Systems | Hybrid/Key Systems

4 Million+ IP Office Users

Worldwide: 40,000 systems, millions of
customers, all kinds of businesses

**More than 90% of the FORTUNE 500®
and more than 1 million growing
businesses rely on Avaya solutions
and services to enhance value,
improve productivity and gain
competitive advantage.**

WHAT'S IN IT FOR YOU



Triple the Advantages



SIP consolidation for savings



Mobility, Video & Messaging to bring your company to the next level



Comprehensive world-class support



7 Saving Elements



AVAYA
IP office



Mobility, Collaboration & Messaging Applications



Hardware & Networking



Phones



Mobility clients



Consulting & Implementation



Support