

IP Office Solution

Cloud Your Way: Powered by Avaya IP Office



Migrate to the cloud at your own pace while taking advantage of a full suite of Unified Communications applications that integrate seamlessly and flexibly with the rest of your business.

As technology evolves, systems change so quickly it is nearly impossible to keep up. Budgets and staff continue to shrink as we do more with less. Managing system updates and changes has become a cumbersome task as staff focus on other strategic organizational priorities such as customer experience and security.

Remove these challenges by getting the communication and collaboration capabilities your business needs from the Cloud with Powered By Avaya IP Office. Let Avaya's certified partners look after the administration while you get the benefits of complete mobility, meetings, team collaboration and customer contact capabilities available on the devices your people use everyday, from desktops to smartphones to tablets.

Benefits to your business of Powered By Avaya IP Office:

- **Operational vs Capital expense**
 - No large upfront costs
 - Ability to pay month-by-month
 - Predictable pricing makes forecasting easier

Why Switch To Cloud

- Streamline your business
- Flexible cloud terms
- Consumption based licensing

Millennials are driving a Consume-as-you-go market. Why shouldn't your business take advantage too?

Maintain the Simplicity, Security, and Stability you rely on and need but without legacy hardware with Avaya's MidMarket Cloud Solution:

Powered by IP Office

- **Flexibility:** Shrink and grow based on seasonality or organizational requirements
 - Don't waste money on licenses that aren't being used
 - Scale system as needed
- **Investment Protection:** Reuse analog, digital or third-party devices such as handsets or paging systems
 - Or leverage pure IP if that works best for you
 - Gain a resilient and reliable system in a completely operational expense model
- **Hybrid Resiliency and Reliability:** Maximize uptime with flexible failover options
 - Cloud to Cloud
 - Premise to Cloud
 - Cloud to Premise
- **Automated System Management:** Focus on your strategic business driving projects
 - Hands-on Avaya Partner installs, supports and manages the system
 - Handles upgrade entitlements
 - No support black holes
 - All wrapped into one monthly cost
 - Proactive system management and monitoring
- **Centralized Management:** One intuitive interface
 - The administrator views all users on a single site or across 150 locations
 - Monitor potential issues that could affect system performance, including over utilized trunk lines, voice ports, and bandwidth utilization
- **Security:** Protect your business with built-in, always-on security
 - Seamless upgrades help maintain your system with the latest security patches to help prevent hacking
- **Built-in Applications:**
 - Web Collaboration: document sharing, white boarding, full participant controls, and a common user interface
 - Audio Conference Bridge
 - Team Messaging and Presence
 - Mobility Client
 - Geo-Tracking
 - Soft Phones
 - Recording

About Avaya

Businesses are built on the experiences they provide and every day millions of those experiences are built by Avaya (NYSE:AVYA). For over one hundred years, we've enabled organizations around the globe to win—by creating intelligent communications experiences for customers and employees. Avaya builds open, converged and innovative solutions to enhance and simplify communications and collaboration—in the cloud, on premise, or a hybrid of both. To grow your business, we're committed to innovation, partnership, and a relentless focus on what's next. We're the technology company you trust to help you deliver Experiences that Matter. Visit us at www.avaya.com.

• Enhanced client and devices support:

- Avaya Equinox client provides a feature rich and consistent user experience across desktop (Windows and Mac) and mobile (Android and iOS) devices
- Expanded J Series phone support provides customer options for a new sleek industrial design and a transition to newer, better technology
- Support for Avaya Vantage all glass device with optional integrated HD camera, wide-band audio, hands free speaker, cordless (Bluetooth) or wired handset and analog or Bluetooth connected headsets

• Integration Capabilities:

- Google
- Office 365
- Skype for Business
- Salesforce.com
- Strong DevConnect Technology Partner community
- Simple integration with third-party platforms

• Integrated Contact Center Experience: Seamless customer engagement experience

- Start with simple recording, reporting and call routing for your agents
- Grow engagement experience with customers as needed
 - Voice
 - Chat
 - Email
 - SMS
 - Fax
 - Outbound Campaigns

With an installed base of over 600,000 systems and millions of customers worldwide, IP Office is one of the most widely deployed solutions on the market. You can now have *Cloud Your Way* with Avaya and transition into the cloud at your own pace.

Learn More

To learn more about Avaya Powered by IP Office, visit avaya.com or contact your Avaya Authorized Partner.

