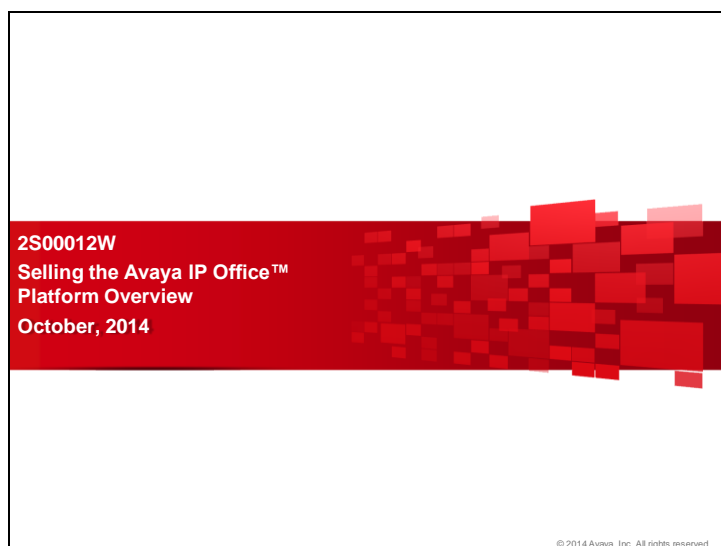


## 2S00012W -Selling the Avaya IP Office™ Platform Overview



Welcome to **Avaya IP Office Overview**.

To help you extract the most value for your customers via IP Office's deployment options and rich collaboration capabilities, it's important to get the big picture. This short course will provide you with that big picture.

### Course Objectives

By the end of this course, you should be able to:

- ▶ Describe, at a high level, the purpose and features of Avaya IP Office (all deployment models) and its components




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**Downloading the Student Guide**



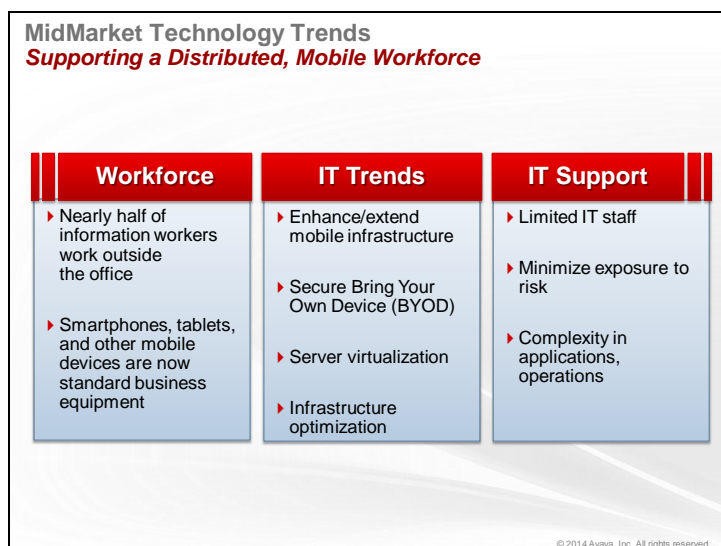
Click the **Resources** tab to download the student guide and other resources for this course.

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A PDF version of the course content is available for your reference. If you would like to download the student guide, click the **Resources** tab. Additional resource links or documents may also be accessed via the **Resources** tab.



Before we begin let's hear the IP Office messaging on YouTube.

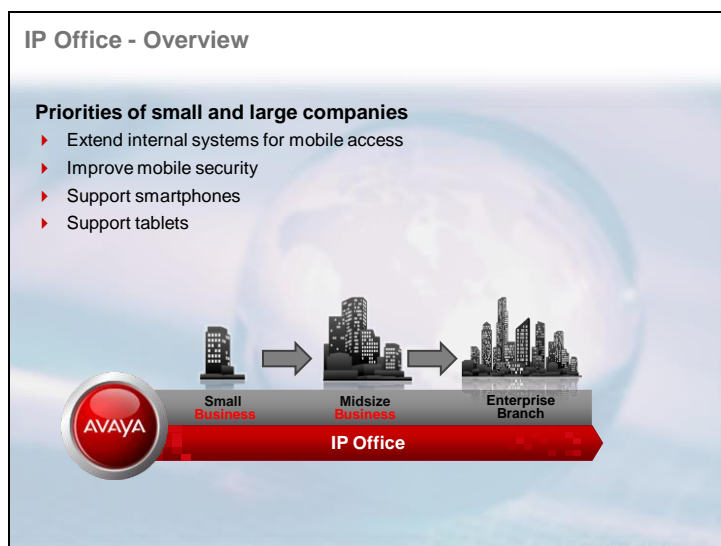


Two out of five US information workers work outside of the office regularly or occasionally. (Forrsights Workforce Employee Survey, Q2 2012) These workers need to be enabled with communications that are portable, transparent and fully featured or worker efficiency and corporate collaboration are greatly increased. Arguably, it is only the availability of high-quality mobile devices and UC that has allowed companies to operate on such a virtual basis.

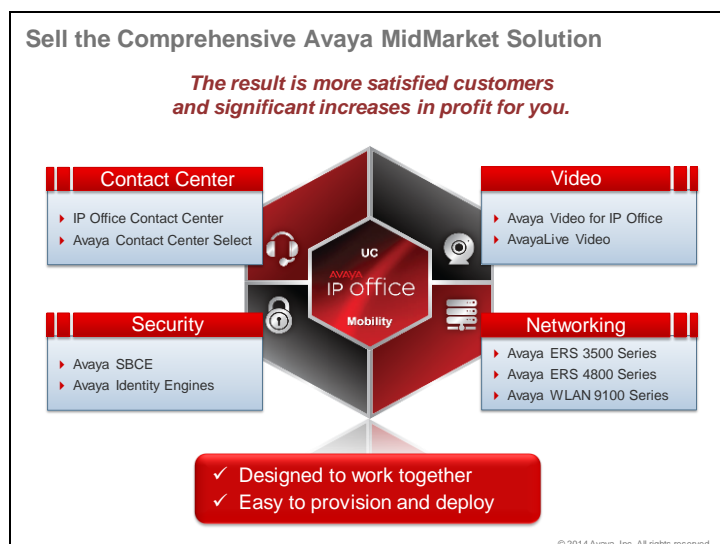
The second major driver for the extension of UC is the widespread adoption of smartphones, tablets, and other mobile devices in the workplace. These are rapidly becoming standard business equipment.

Research has shown that there is very little difference in the desire to enhance and extend mobile infrastructure and capabilities across firm sizes. Over 40% of both enterprise and SMB organizations shared the top four priorities, to extend internal systems for mobile access, to implement or improve mobile security, to support more connected mobile handheld devices or smartphones, and to support touchscreen tablets or slates.

IP office helps meet this need.



IP Office, historically focused on Small and Medium customers. We are now expanding our reach into the MidMarket with a strong comprehensive MidMarket solution.



Given the nature of the buyers and their preference for solutions (rather than products), simplicity, and minimizing exposure to risk, when presenting a complete solution is essential. Further, MidMarket buyers may not understand the implications that deploying a collaboration solution may have on their existing infrastructure.

For example:

- Additional bandwidth and network capacity may be required to support technologies including video and wireless devices.
- Securing UC is different than securing a data network.
- More robust routing strategies and dial plans may be needed as multisite configurations are extended and flattened.

Avaya is well-positioned to deliver a well-integrated, comprehensive solution for midsize companies—with Avaya IP Office as the UC&C core, surrounded by Avaya contact center, video, networking, and security solutions that were designed to work together—with the same powerful, yet simple attributes across the portfolio.

We surround our proven Avaya IP Office collaboration software platform with Avaya networking, security, video, and support, plus tested, integrated third-party applications, to deliver a comprehensive MidMarket solution from a single source—reducing integration risk while speeding return on investment.

## Slide 8

Avaya IP Office <i>What's New?</i>	
Capability	Benefit
<ul style="list-style-type: none"><li>▶ Scales to 2,500 Users; 150 Locations</li><li>▶ Flexible Deployment Models Virtualization – VM, server, appliance, or mix</li><li>▶ Simplified Management – IP Office Web Manager</li></ul>	<ul style="list-style-type: none"><li>▶ Supports larger, growing businesses, simply and cost-effectively</li><li>▶ Enables customers to match deployment with infrastructure plans and objectives</li><li>▶ Consolidated view of multi-site solutions through a single URL</li></ul>

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IP Office scales to 2,500 users which helps support larger growing businesses, simply and cost-effectively. There are new deployment models which we will discuss later, these enable customers to match deployment with infrastructure plans and objectives. Finally, IP Office is continuing the theme of simplified management, which includes a consolidated view of multi-site solutions through a single URL.





IP Office editions allow a customer to match a solution to their specific requirements. Basic Edition provides key system and PBX features. Each subsequent edition provides increasing levels of features and sophistication.

IP Office Server Edition delivers everything in Preferred Edition, but is designed to be deployed on a server or servers, depending upon the level of resiliency that the customer desires. Server Edition software is also available as an OVA file, for deployment as a virtualized instance under VMware.

Note that IP Office Advanced Edition has been discontinued as of Release 9.1. Contact Center Solutions for IP Office deliver more robust multichannel contact center capabilities. A customer deploying Contact Center Solutions for IP Office must select either IP Office Preferred Edition or Server Edition as the core solution.

**There is an IP Office for Every Midmarket Business**

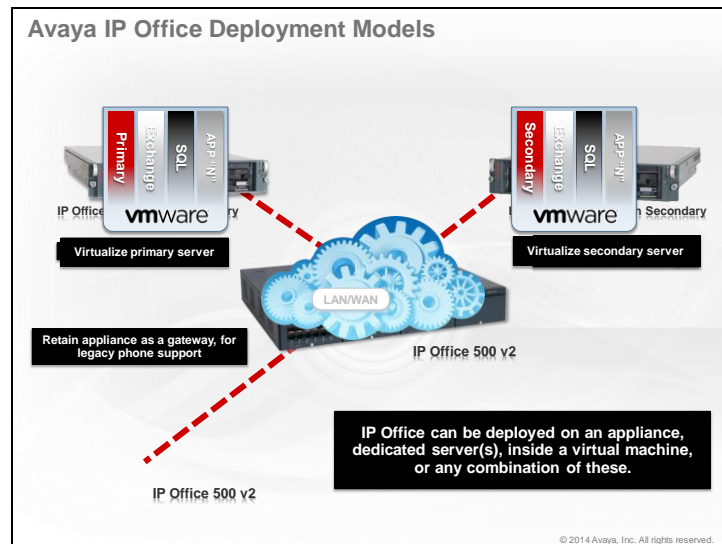
Server-Based UC	Highest Scale and Resiliency
<b><u>Server Edition</u></b> <ul style="list-style-type: none"> <li>✓ Up to 2,000 users and 32 sites</li> <li>✓ Resilient architecture</li> <li>✓ Centralized management and licensing</li> <li>✓ Web Collaboration</li> <li>✓ Secure "Meet Me" audio conferencing</li> <li>✓ iOS and Android Mobility Application</li> <li>✓ Call recording</li> <li>✓ Web-based user portal</li> <li>✓ Desktop Integrations</li> </ul>	<b><u>IP Office Select</u></b> <ul style="list-style-type: none"> <li>✓ Up to 2,500 users</li> <li>✓ Up to 150 sites</li> <li>✓ 2,500 user single-server capacity</li> <li>✓ Up to 2,500 UC users</li> <li>✓ 512 ports of secure meet me audio conferencing</li> <li>✓ VMware High Availability</li> <li>✓ Selectable failover locations</li> <li>✓ Remote Worker phone resiliency</li> <li>✓ DECT R4 Resiliency</li> <li>✓ Active Directory Integration</li> <li>✓ Web Collaboration</li> <li>✓ Web-based user portal</li> </ul>

**Choices for Midmarket Customers**

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IP Office Select has been released as a new product in the IP Office portfolio as of Release 9.1. Designed for upper midmarket businesses – those with more than 500 employees and / or more sophisticated requirements – IP Office Select offers premium UC and collaboration capabilities, along with enhanced scale and more flexible resiliency options.


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Next, let's address the IP Office deployment models. As you can see,

**Value of a Complete Avaya Solution**

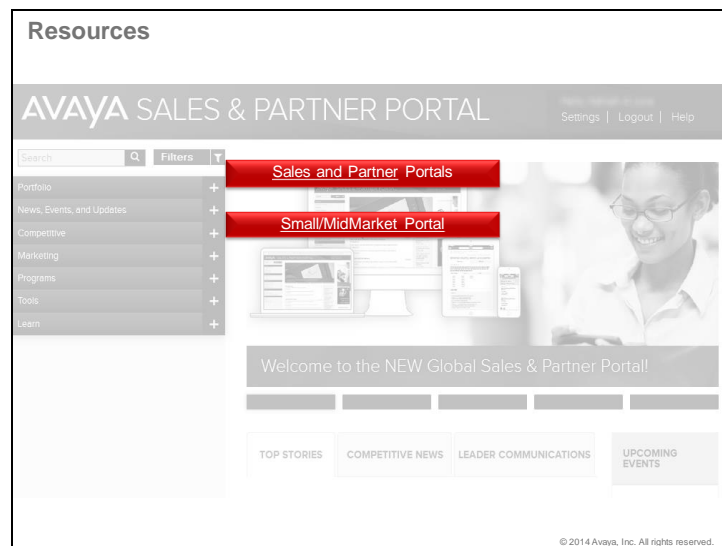
- Innovative, validated solutions
- Focused on real-time communications
- Easier to provision; faster time to service
- Single support model
- Significantly reduced CAPEX / OPEX
- Worldwide network of certified partners



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To conclude, IP Office is a valuable and complete Avaya solution that focuses on real-time communication, faster time to service, a single support model, significantly reduced CAPEX, and a worldwide network of certified partners.

## 2S00012W -Selling the Avaya IP Office™ Platform Overview



In the course, we explored the key capabilities of a small to mid-size IP Office deployment. You also learned that Avaya IP Office is an innovative and complete solution focused on real-time communications that provides an option for every small and MidMarket enterprise.

For more information, review the resources on the slide.



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