AVAYA
INTELLIGENT COMMUNICATIONS

Why Upgrade
From Avaya BCM

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Improve Productivity	Save Money	Elevate Customer Service

Why	How Your Business Will Benefit

Improve Productivity	✚ Empower your employees to work professionally when either on the road or away from the office with simple tools for optimum productivity
	  ✚ Telecommuter mode lets employees handle softphone calls with a landline telephone for better voice quality and call continuity
	  ✚ VPN phones will provide full-featured office-like functionality when employees need to work from home during inclement weather or to balance work and family life
	  ✚ Hot-desking gives employees the ability to change another phone in any location of the business into their own, complete with their own directories, speed dial lists, extension number and other features
	  ✚ Mobile workers can load a client onto their smart phone to place / receive calls, hold / manage conference calls, and extend presence and instant messaging capabilities to the mobile device
	  ✚ Video Conference calls can help reduce travel and improve meeting productivity

Save Money	✚ Reuse Norstar and BCM digital of IP phones on IP Office; enjoy a familiar desktop experience and safeguard your set investment and reduce end-user training; 40-60% savings with set migration ✚ IP Office Essential Edition offers automated attendant, voice mail, 128-party conferencing, TAPI and more at no extra charge; Preferred Edition offers 128-party Meet-me conferencing, call recording, TAPI, voice mail, automated attendant, and more, with no requirement to purchase extra licenses. SIP trunks can save your business money and offers added services like direct inward dialing – check out the IP Office ROI tool to see what your business can save ✚ Enjoy the productivity of PIN-protected, Meet-me conference calls for up to 128-parties (64-parties per call), free with IP Office Preferred Edition; saves money over network-based services ✚ The Data Migration Manager tool and support for the RJ21 connectors ease BCM to IP Office upgrades when reusing phones; protect wiring investment with the new DS16A and DS30A modules
Elevate Customer Service	✚ Enhance your company's image by having all calls answered immediately and professionally regardless of the employee's physical location with the IP Office Receptionist Solution ✚ Easy to use PC-based Attendant Position provides valuable information about calls and system users ✚ Offer callers self service tools to allow them to easily place orders, check order status, access information and improve service ✚ Silent intrusion and call recording / storage for coaching, dispute resolution, and quality monitoring

Before and After

Factors	Avaya BCM	Avaya IP Office
Scalability	• BCM50 - 3 to 50 users • BCM450 – 30 to 300 users	• IP Office Basic Edition can grow to 64 lines and 100 users • IP Office Essential, Preferred and Advanced Editions - Up to 384 users per; up to 1000 users over 32 sites can be cost-effectively networked together over IP
Reliability	• Moving parts including hard drives and fans increase potential points of failure • Hardware-based RAID , fan and Power supply resiliency available on BCM450 only – no software-based resiliency	• Solid state components with no moving parts reduces points of failure and increases resiliency • In multisite environments, software based IP phone, application and voice mail resiliency is available with IP Office Preferred and Advanced Editions
User Applications	• Limited hot desking support with IP sets on the same system • Find-me/Follow-me support, but no support for a GUI interface for smart phones • MVC2050 Softphone support but no Telecommuter mode • No support for thin-client access to desktop call control software • No point-to-point video calling support	• Work at a different desk in your building or at another location with IP Office via Hot-desking; supported locally or across the network using analog, digital or IP sets • Avaya one-X Mobile® Essential (included for all users with Essential Edition) is supported to make call handling simple and professional from a smart phone • Avaya one-X Mobile® Preferred (not available on all versions) provides one number access, visual voicemail, presence and IM on a smart phone • Telecommuter mode (not available on all versions of IP Office) improves productivity and ensures call quality • Thin-client call control software allow you to use your PC screen to place and answer calls, log incoming, outgoing and missed calls and provide instant messaging tools and presence status among users; available with Office Worker, Teleworker and Power User solutions; thin-client applications save installation time and cost • Multi-party video calling standard with Teleworker and Power User solutions enhances collaboration and communication, and also allows users to leverage Wi-Fi networks in airports or hotels –cuts down any monthly recurring fees from cellular phones
Management & Admin	• Optional Network Configuration Manager enables configuration of BCM systems in a distributed network	• The IP Office Web Manager (available with Basic Edition) lets you manage IP Office from any browser capable device • Standard IP Office Manager enables configuration and management of Avaya IP Office systems in a distributed network of up to 2,500 IP Office systems (Preferred and Advanced Editions)