

Why Upgrade From Avaya Norstar

TO Avaya IP Office 8.0

Improve
Productivity
& Service

Reduce
Expenses

Protect your
Investment

Why

How Your Business Will Benefit

Improve Productivity & Customer Service

- ✦ IP Office Basic Edition – Norstar Mode includes voice mail so “sticky note” messages are no longer required
- ✦ Voice mail messages can be routed to email so users only have to check messages in one place – saves time and ensures timely response to messages
- ✦ Using the built-in automated attendant, calls can be routed quickly and professionally to the right people at the right time
- ✦ As your business grows and changes, add the Avaya 1400 series phones – features like dial-by-name directories, Visual Voicemail and redial one of the last 20 incoming or outgoing calls – increases productivity and ease of use
- ✦ Available one-number access means that calls will never be missed – this means increased service and customer retention
- ✦ The IP Office Web Manager tool makes it easy to migrate from Norstar to Basic Edition – Norstar Mode with its user-friendly interface

Reduce Expenses

- ✦ 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 conference calls for up to 64-parties, included with Basic Edition – Norstar Mode, which saves money over subscription-based services
- ✦ Easily connect cordless phones, fax machines and credit card readers with no additional equipment using the analog ports on the IP Office Combination Card

Protect Your Investment

- ✦ Don't start from scratch with a new system; enhance your existing Norstar system by migrating to IP Office Basic Edition – Norstar Mode, then to IP Office Essential Edition and above when you need more capacity and capabilities
- ✦ Reuse your M7000 or T7000 sets with Basic Edition – Norstar Mode; only Avaya offers a solution that can protect your investment
- ✦ To upgrade from Basic Edition – Norstar Mode and above, simply upgrade a license, all translations are stored and re-translated, all using an inexpensive, industry-standard SD card

Before and After

Factors	Avaya Norstar	Avaya IP Office
Scalability	<ul style="list-style-type: none"> • 3x8 – 3 lines and 8 users • CICS – 8 lines and 24 users • MICS – 224 users • Networking via OPX and IP Gateways 	<ul style="list-style-type: none"> • Allows you to add capacity and functionality as you grow • IP Office Basic Edition – Norstar Mode grows to 64 lines and 100 users • A simple software upgrade allows growth to up to 384 users per system/site using an industry standard SD card
Reliability	<ul style="list-style-type: none"> • Highly reliable but no resiliency offer 	<ul style="list-style-type: none"> • Highly reliable - 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	<ul style="list-style-type: none"> • Limited off-site mobility offers • Remote working capability is limited which inhibits productivity • No Web-based desktop call control software or call center • No point-to-point video calling support • 3-party ad hoc conferencing is standard; no Meet-me conferencing 	<ul style="list-style-type: none"> • One-number access via Mobile Twinning allows calls to ring simultaneously at the desk phone and a cell phone so the user can take the call at either device; if call goes unanswered, it will cover back to system voice mail – increases productivity • Remote working available with IP Office via Hot desking, Avaya one-X Mobile® (Essential or Preferred), Mobile Twinning, Telecommuter mode and VPN phones (not available on all versions of IP Office) • Web-based 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 access to call center reporting improves access from remote locations • Multi-party video calling standard with Teleworker and Power User solutions enhances collaboration and communication • 128-party Meet-me conferencing standard (64-participants per call) saves money and enhances collaboration
Endpoints and Device Integration	<ul style="list-style-type: none"> • No IP phone support; no SIP phone support • No Bluetooth headset support 	<ul style="list-style-type: none"> • IP, analog, digital (including M7000 and T7000), wireless, DECT, Bluetooth and third-party SIP phone support (varies by IP Office version)
Management & Admin	<ul style="list-style-type: none"> • Standard Windows-based administration tool • No multi-site administration tool 	<ul style="list-style-type: none"> • Further simplified installation and web-based administration with Basic Edition – Norstar Mode • Standard proactive monitoring and alarming (Preferred and Advanced Editions)
Networking	<ul style="list-style-type: none"> • OPX circuits and gateways for networking of Norstar systems 	<ul style="list-style-type: none"> • IP Office Preferred and Advanced Editions support Up to 32 sites/Up to 1,000 users across sites • Sites can be connected together with IP Office Preferred and Advanced Editions with free calling between networked locations