

# IP Office

## New Release Event



April 15, 2015 Ameristar Casino



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# About STL Communications

- Software and Services Company
- 25 Years Old
- We Specialize in All Avaya and Complimentary Solutions – Platinum Partner
- Rated Best in Class from Avaya Audits



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**It's not only  
business.....  
it's personal**

**STL Communications is...**

- |                |                                     |
|----------------|-------------------------------------|
| <b>100,000</b> | <b>Ports Supported Daily</b>        |
| <b>500</b>     | <b>Years of Industry Experience</b> |
| <b>25</b>      | <b>In Our 25th Year in Business</b> |
| <b>2</b>       | <b>In Top 2% of US Partners</b>     |

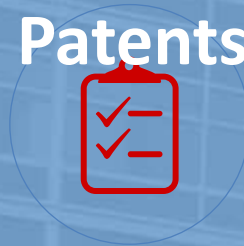
# About Avaya

## Revenue



- **\$4.4B** revenue
- **#520** on the Fortune 1000®
- **11K+** partners driving **75%** of revenue

## Products & Patents



- **#1** in:
  - WW Telephony Systems
  - WW SME Telephony
  - WW Contact Center
  - WW Voice Maintenance
- **24K+** DevConnect members
- **5400** patents & patent applications worldwide
- **#136** of overall top US patent holders

## Global Reach



- **13K+** employees in **56** countries
- **28** Global delivery support centers handling **2M+** service requests annually
- **300K+** Customers in over **1M** locations, **95%** of Fortune 500



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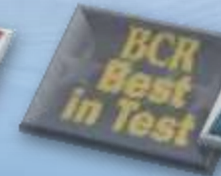
# Avaya IP Office

*Simple, Reliable, Proven Solution*

## Proven Track Record of Success

- ▶ 13 Million+ users worldwide
- ▶ 450,000+ systems worldwide
- ▶ Avaya is #1 Worldwide – SME Systems\*
- ▶ 25% Lower Total Cost of Ownership – Tolly Report

Global  
Reach



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**STL Communications' 3rd annual Tech  
Fair is coming to Ballpark Village!**



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# Midmarket Technology Trends

***Supporting a distributed, mobile workforce***

## Workforce

- ▶ 87% of business leaders believe collaboration improves productivity
- ▶ 40% of information workers work remotely
- ▶ Employee-owned devices are standard business equipment

## IT Trends

- ▶ Secure BYOD
- ▶ Video and user collaboration
- ▶ Virtualization / Infrastructure optimization
- ▶ Hosted and Managed Applications
- ▶ Supporting remote workers

## IT Support

- ▶ Limited IT staff
- ▶ Minimize exposure to risk
- ▶ Avoid complexity in applications, operations



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# Prioritizing Your Goals

- Enable my mobile workers to engage with colleagues and customers more effectively
- Make my team members more productive
- Deliver better customer engagement
- Lower my operating costs
- Greater system resiliency
- Simplify my administration requirements



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# The Enabled Office Worker

## *Business Impacts and Stats*

- Receptionist can easily connect customers to remote sales reps
- Stay connected at the desk, on the sales floor, in the warehouse
- Embed communications in the applications you already have

Did you know...

- 69% of people who call a business will hang up rather than leave a message
- 40-50% of cellular calls are made and received while the user is in the office and in range of Wifi
- 60% of devices reported by information workers are used for both work and personal purposes



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# The Office Away From The Office

## *Business Impacts and Stats*

- Use your office number instead of a personal phone number
- Easily conduct conference calls with the click of a mouse
- No hardware or software installation required

Did you know...

- On average, 37% of executives' work weeks are spent away from their primary work location.
- 40% of US information workers work outside of the office regularly or occasionally.
- 59% of midmarket companies have reduced or planned to reduce office space because flexible/remote workers need fewer desks



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# The Office On-The-Go

## Business Impacts and Stats

- You control the customer experience
- Your sales person can control sales situations
- Your company controls the number your customer calls

Did you know that...

- 60% of devices reported by information workers are used for both work and personal purposes
- 52% of all information workers use 2 or more devices for work
- 40% identify cellular phones as a primary device used for business communications



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# With a New Avaya Solution You Can...

*Engage with your customers better*



- Powerful skills-based routing options to get calls to the right person quickly—even if that person is remote
- Go beyond voice by using web chat, email, and fax
- Handle more calls with fewer people via self-service
- Provide reporting tools to show you how well your business is supporting customers



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# With a New Avaya Solution You Can: Make your teams more productive



- Keep employees instantly in touch with 'one-number reachability'
- Enable staff to work remotely —while giving them access to all the same communications options as in the office
- Enable your employees to use any mobile or home phone as an office phone extension

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*Loss of productivity caused by employees who come into work sick, don't perform at full potential, and pass along their condition is known as "presenteeism."*

*Presenteeism productivity losses can cost employers as much as \$21,000/year per worker. Enabling employees to work from home—with the same level of responsiveness and accessibility as in the office—can help prevent lost productivity.*

*Kaiser Permanente, Controlling Presenteeism: A healthy and productive workforce is the solution, February 2009*

# What Is the Avaya IP Office™ Platform?

*A communications solution designed for growing businesses*



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

**Connects you with your customers:** uses the methods they want – voice, SMS, web chat, email, fax



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

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# A Complete Solution for Midsize Companies

*Based on the proven IP Office collaboration platform*

Contact  
Center

Collaboration

Security

Networking



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# Avaya IP Office

*A Simple, Powerful Collaboration Solution*

Virtualized software, dedicated server, or appliance



Supports the broadest range of endpoints



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# Did you know that IP Office has...

Up to 512 ports  
of meet-me  
audio conferencing

Call recording  
and playback

Integrated  
web collaboration

Full site  
resiliency without  
additional licensing

single # reach with  
IM, directory, and  
conference control



Up to 2500 users &  
150 locations

Web-based  
management

Mobile UC access  
using PSTN and  
VoIP networks

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# There is a User Solution Application for Every Worker

Choices Based On Job Function



Power User

Office Worker

Basic User

Also available:

**Receptionist**

**Customer Service  
Agent**

**Customer Service  
Supervisor**

## IP Office User Solutions

All user solutions, except for Receptionist, require Preferred Edition software of higher. Customer service agent and supervisor require Contact Center.



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# Avaya IP Office Endpoints

*The most choices*

## Premier, Flagship



### 9600 IP Desk Phones

- ▶ Gigabit Ethernet with embedded switch\*
- ▶ 3-button, 8-button, and touchscreen options
- ▶ Color display\*
- ▶ H.323 or SIP

## Hybrid



### 1400 & 9500 Digital Sets

- ▶ 4, 8, and 16-button options
- ▶ Paper or paperless label options
- ▶ Lower energy requirements
- ▶ Same usability as IP Phones

## Value-Based Telephony



### 1600 IP Desk Phones

- ▶ Key-System Like Operation
- ▶ Paper Button Labels
- ▶ 3, 8, and 16-button options
- ▶ H.323 IP Telephony

## Wireless



### DECT & Wi-Fi Sets

- ▶ Small to large coverage areas
- ▶ Standard and ruggedized options

## Conference Phones

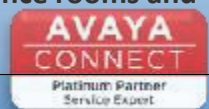


### B100 Series Phones

- ▶ Avaya OmniSound Technology
- ▶ Super Wideband Audio
- ▶ Analog or IP
- ▶ Small to large conference rooms and executive suites



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# Avaya IP Office Endpoints

*Reuse your phones and save!!!*

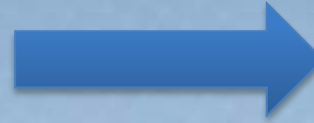
Merlin Magix BCM

PARTNER<sup>®</sup>

Integral

Merlin Legend

Norstar<sup>®</sup>



**Reuse existing  
desk phones.**

## For customers with (Nortel) BCM:

- ▶ Popular third party UC apps and SIP trunking providers with BCM are compliant with IP Office
- ▶ Easy to move your information (i.e. phone extensions, users, greetings, voicemail)

**Up to 60% Savings**

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# Team Engagement

## Powerful Web Collaboration Solution

- ✓ Integrates with IP Office Audio Conferencing
- ✓ Desktop/Application Collaboration
- ✓ Document sharing
- ✓ White Boarding



Supported on Preferred Edition, Server Edition, and IP Office Select



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# Team Engagement

## Integrated Meet-Me Audio Conferencing

- ✓ View roster list
- ✓ Selectively mute participants
- ✓ Add & Drop participants
- ✓ Access via desktop, browser, tablet, smartphone



Supported on Preferred Edition, Server Edition, and IP Office Select

# IP Office Mobility

## Productivity for the Office On-The-Go

- ✓ Turn your mobile phone into your office phone
- ✓ Tap on contacts to call or bring them into a conference
- ✓ Access your company directory in the palm of your hand
- ✓ Use IM and Presence to reach the right people










Supported on Preferred Edition, Server Edition, and IP Office Select



# Avaya one-X® Mobile Preferred

*A richer mobile experience*

	IM/Presence	✓	▶ Rich conference controls: click-to-conference, entry/exit notifications, moderator control
	Wi-Fi, 3G/4G Connectivity	✓	
	Visual Voice Mail	✓	
	Geo-Presence	✓	▶ Advanced user presence: geo-location, calendar, on- the-phone, follow user presence / availability
	Conference Controls	✓	
	Callback	✓	
	Follow a user	✓	

With Avaya, mobile workers can locate peers anywhere, anytime to make decisions in real time



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# IP Office Receptionist

The control panel for incoming calls

- ✓ Deliver a professional reception without compromise
- ✓ Intuitive call handling can support large call volumes
- ✓ One receptionist can handle multiple locations
- ✓ See who is available to chat or talk before transferring a call



Supported on Essential, Preferred, Server Editions, and IP Office Select

# IP Office Teleworker

When your office is away from the office

- ✓ Use your browser to turn any phone into your office phone
- ✓ IM & presence with the team – even if they are mobile
- ✓ Set up and control conference calls with the click of a mouse
- ✓ Point-and-click access to call recordings and voicemail



Supported on Preferred Edition, Server Edition, and IP Office Select



# Work From Another Location

*All the capabilities you need – single, powerful interface*

oneX Portal for IP Office

In Office | Your business name here | John Smith | Available | Logout | Help | AVAYA

Main Configure

### Calls

Name or Number: [ ] Call

Subject: [ ] Transfer

Account Code: [ ] Consult

Mute button for active calls

Participants (Conf 100): Pradyumna, Extn5102, Extn5103, Extn5104, Extn5105

### Directory

Search: [ ]

System External Personal

All Marketing Sales Favorite Family

Enter name here...

Alex, Brad, Charlie, Deng Liáopxiáop Guónopog, Edgar, Fred, Gordon M, Gordon S

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### Call Logs

All Incoming Outgoing Missed

Name	Time	Duration	Calls
Extn103(103)	11 Feb 12:36:01 pm	2s	8
Nimish(202)	10 Feb 12:35:40 pm	16	134
Extn103(103)	10 Feb 12:36:01 pm	28	8
Extn104(104)	10 Feb 12:48:12 pm	48	32
Karen(104)	10 Feb 1:56:42 pm	48	11
Extn103(103)	10 Feb 12:36:01 pm	28	8
Extn104(104)	10 Feb 12:48:12 pm	48	32

Add to Phonebook Clear Log

### Easy 3<sup>rd</sup> party gadget integration e.g. iGoogle

Twitter, chill\_hus, AVAYA, pkakar, SahilRiz

Save Remove

oneX Applications

Appearance

Federated presence with MS Exchange, MS OCS, & GoogleTalk contacts

MS Exchange calendar mining

Escalate IM to voice conversation

- ▶ Simple URLs
- ▶ MyBuddy
- ▶ Gadget tabs
- ▶ & more!

# IP Office Call Recording

Flexible, integrated, and secure

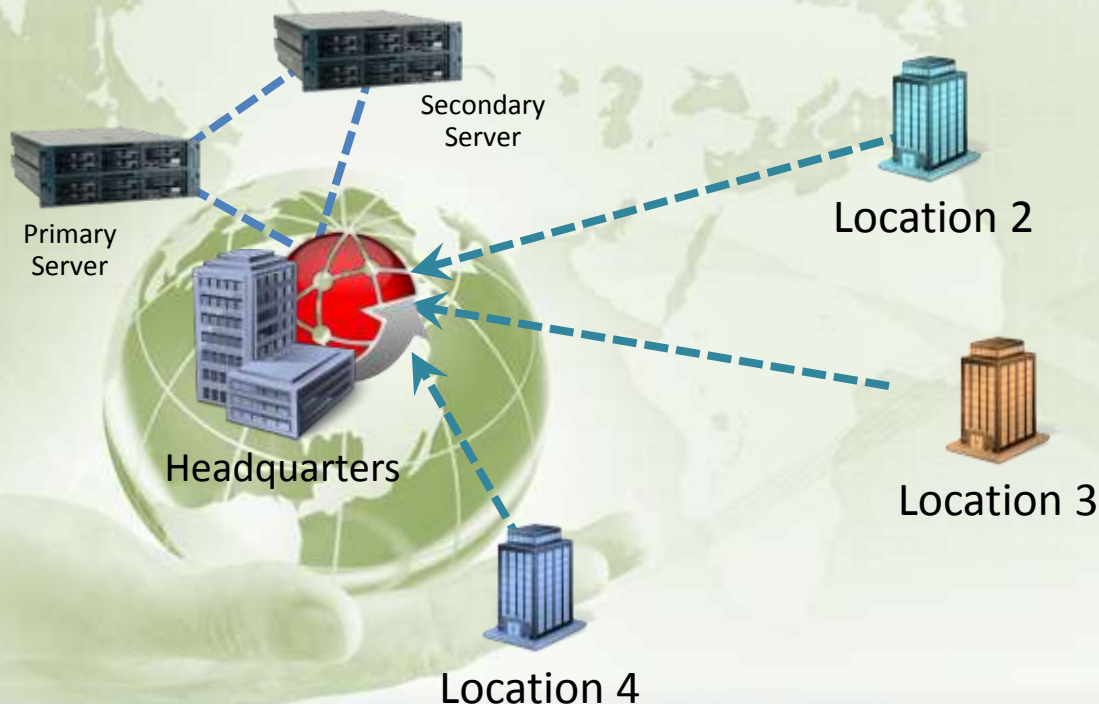


- ✓ Perfect for training and conflict resolution
- ✓ Browser-based access to records
- ✓ Powerful search filters
- ✓ Ad-hoc or percentage calls in a time period

Supported on Preferred Edition, Server Edition, and IP Office Select

# IP Office Resiliency

High-availability without high costs and complexities



- ✓ Every site has an automatic backup
- ✓ Active calls stay connected
- ✓ No idle hardware
- ✓ No additional licenses

Highly-Resilient Architecture



# IP Office Supports Virtualized Deployment

Leverages VMware investment



- ✓ Lowers costs by using shared hardware
- ✓ Turnkey install with pre-configured OVA file
- ✓ Add resiliency with second physical or virtual server
- ✓ Supported under VMware vSphere 4.x / 5.x

Supported on Server Edition and IP Office Select



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# IP Office 3<sup>rd</sup> Party Integration Solutions

Integrated Solutions Delivered with Partners



- ✓ 172 DevConnect partners
- ✓ Off the shelf applications for all industries
- ✓ All DevConnect solutions are certified with IP Office
- ✓ IP Office uses the industry standard TAPI interface

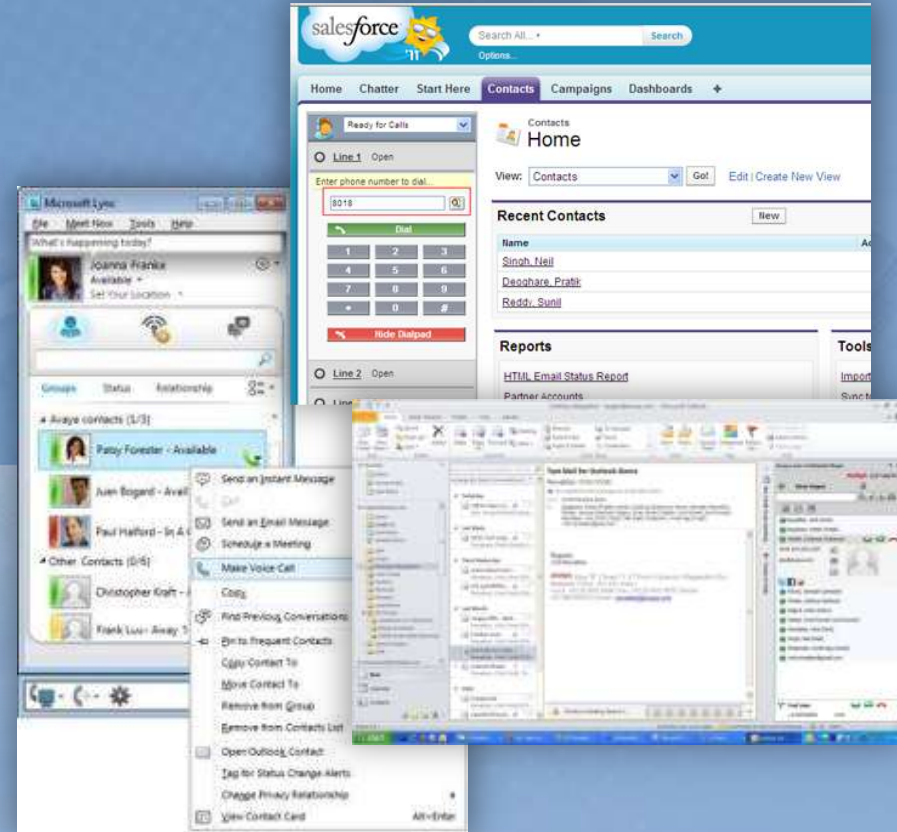
Supported on Preferred Edition, Server Edition, and IP Office Select

# 3<sup>rd</sup> Party Desktop Application Integration

Embed Avaya UC in the applications you already use

- ✓ Supports popular applications
  - ✓ Lync
  - ✓ Outlook
  - ✓ Salesforce.com
- ✓ The capabilities you need
  - ✓ IM/Presence\*
  - ✓ Click-to Call
  - ✓ Directory integration

\*Note: IM/Presence supported with Outlook and Lync integrations



Supported on Preferred Edition, Server Edition, and IP Office Select

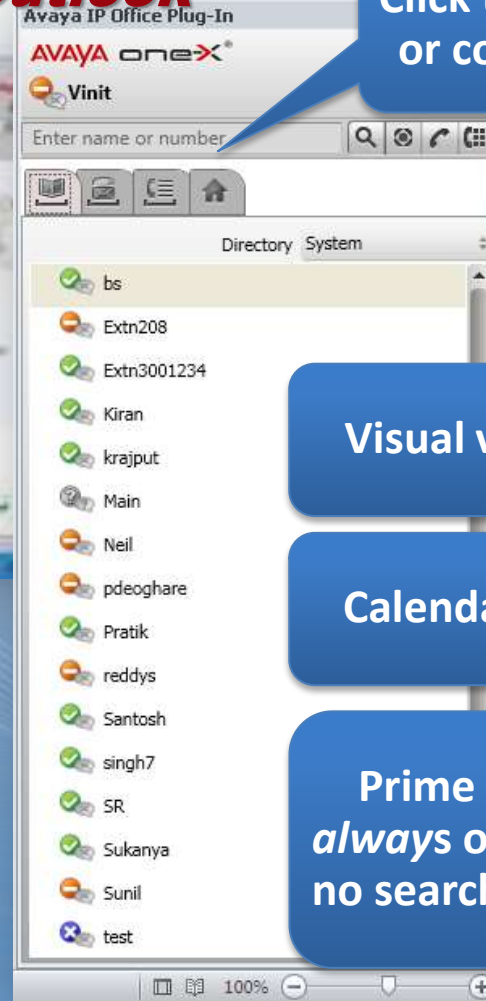


# Avaya IP Office 3<sup>rd</sup> Party Integration

**Microsoft Outlook**



Click to call, IM,  
or conference



Visual voicemail

Calendar mining

Prime contacts  
*always* on display –  
no search required!

- ▶ Easy to install – no additional servers required
- ▶ intuitive for your customers to use
- ▶ Increase consideration with Microsoft SMEs

# Avaya IP Office 3<sup>rd</sup> Party Integration

**Salesforce.com**

Ready for Calls

Line 1 Open

Enter phone number to dial...

8018

Dial

1 2 3

4 5 6

7 8 9

0 #

Hide Dialed

Line 2 Open

Line 3 Open

Make and receive calls

Consultative or blind transfers

Place calls on / off hold

Recent Contacts

Name	Account Name	Phone
Singh, Neil		402
Danghare		309
Reddy, Sun		206

Reports

- [HTML Email Status Report](#)
- [Partner Accounts](#)

Tools

- [Import My Accounts & Contacts](#)
- [Sync to Outlook](#)

“Out of the box” integration with IP Office

- ▶ Simple plug-in appears in side bar of every SFDC page
- ▶ Enable your customers to personalize their service
- ▶ Instant access to customer information

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Global  
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