



**“STL COMMUNICATIONS,
AVAYA & IP OFFICE...”**
**“YOUR BUSINESS JUST
HIT THE JACKPOT!”**

STL COMMUNICATIONS & AVAYA

A SURE BET FOR BETTER COLLABORATION & COMMUNICATIONS!



AGENDA

- ▶ **Welcome**
- ▶ **About STL Communications**
- ▶ **Schupp Company Video Testimonial**
- ▶ **About Avaya**
- ▶ **Business Challenges & IP Office**
- ▶ **Drawing for iPad2**
- ▶ **Hands-on IP Office, Food & Drinks**



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About STL Communications...

“We’re the Local Guys”

- ▶ Proven Experience, Knowledge & Commitment for the past 25 years
- ▶ Knowhow, dedication, and attention to detail
- ▶ We apply AVAYA and complimentary technologies to help solve business challenges
- ▶ Our intellectual strength is our customers advantage
- ▶ We employ over 300 years of combined industry experience
- ▶ We’re easy to work with
- ▶ Rated “best-in-class” and “world-class” through AVAYA audits for service response, break fix, and project management
- ▶ Our customers tell us that our service response and break fix are exceptional
- ▶ Our intellectual capital and experience drive innovation
- ▶ We employ a full staff of Avaya certified engineers for design, installation, and service

“We’re smarter, faster & less expensive than our competition”

A Few of Our Valued Customers





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Customer Testimonial





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About AVAYA Communications

- ▶ Avaya is a global provider of business communications systems.
- ▶ Avaya provides unified communications, contact centers, data solutions and related services to businesses around the world
- ▶ Enterprises of all sizes depend on Avaya for communication solutions that improve efficiency, collaboration, customer service and competitiveness
- ▶ Avaya employs nearly 19,000 people worldwide, including approximately 3,000 research and development professionals
- ▶ Avaya has approximately 5,600 patents or patents pending
- ▶ Avaya has approximately 10,200 channel partners worldwide
- ▶ No. 1 in Worldwide Unified Communications and Telephony Systems
- ▶ No. 1 in Worldwide Contact Center
- ▶ No. 1 in Worldwide Enterprise Messaging

AVAYA IP Office Facts....

- ▶ IP Office is a hybrid system, you're not forced into an expensive all IP solution – reuse your wiring
- ▶ The IP Office telephone sets use up to 50% less energy than other IP sets on the market.
- ▶ 250,000 systems have been sold world wide
- ▶ Supports anywhere from 5 to 1000 users in a multi location environment
- ▶ No moving parts proprietary to AVAYA
- ▶ IP Office has been in existence since 2001, it is a tried and tested solution
- ▶ IP Office earned the Frost & Sullivan's 2011 Product of the year



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AVAYA Communication Solutions Solve Business Challenges

Maintaining High
Productivity

Reducing
Expenses

Ensuring Fast
Responsiveness

Accessing & Retaining
Talented Staff

Did You Know?

Facts About The Costs Of Business Challenges

Cost of Lost Productivity

Businesses lose \$2K/year per employee when they feel obligated to be in office

Real Estate Costs

Remote workers save businesses an average of \$5K/year in facilities costs

Talent Prefers Flex Over Comp

Flexible schedules ranks over compensation 65% to 35%

Typical Spend At Main Office

Most spend \$2.5–\$11K per year for just commute, food and dry cleaning.

The Average Time to Commute

Average daily commute of 40-minutes equates to eight working weeks/year

Impact On Environment

Typical commute emits 5,000+ carbons per year ... uses ~400 gal of gas.

Game Time.....



“Get your tickets ready, and place your bets.”

What Percentage of Businesses...



72%

Say employee sick days & stress are top two contributors to lost productivity

> 20% are severely impacted by inclement weather / outages (6 or more days a year)

What Percentage of Businesses ...

72%

87%

***Agree unscheduled absences
are costing their business
money ... lost productivity***

- Only 13% are measuring it
- Those measuring it say costs approach \$20K annually!

What Percentage of Businesses...

72%

87%

90%

***Would implement a limited
“work from home” option if a
solution existed to improve
productivity & morale***

> 70% would consider permitting
permanent home office working
to avoid an expensive real estate
move

What Percentage of Businesses...

72%

87%

90%

64%

Believe a “work from home” solution would have recouped more than half of their lost productivity

- 51% think stressful commutes negatively affect performance
- 91% say helping environment plays some role in their decision

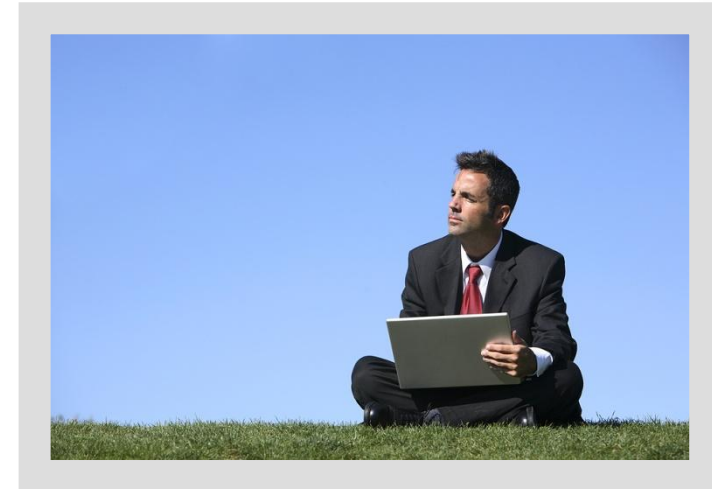
Your Competition Is a _____ Away



- ▶ A click, a tweet, a missed call, a bad online review
- ▶ Your customers are using mobile | social | online tools to move quickly from one offering to the next
- ▶ Hypercompetitive markets:
 - ▶ more companies in more locations offering identical products and services that can be delivered anywhere.

AVAYA IP Office Allows Your Organization to Work Anytime, Anywhere, Anyplace

- ▶ 3/4ths of the U.S. workforce will be mobile by 2013*
- ▶ 40% of U.S. workers have jobs that could be done from outside the office at least part of the time*
- ▶ **Mobility:** not just for road warriors and not just about convenience
 - It's transforming the workplace
 - Internet, mobile networks, web-based services, the Cloud



*Source: www.idc.com

AVAYA IP Office Provides Tools for Work-Life Balance

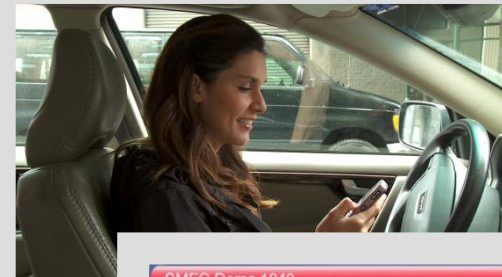
- ▶ The number of people commuting 90 minutes+ each way has doubled since 1990.*
- ▶ The challenge
 - Battling the personal and the professional
- ▶ Your competitive advantage?
 - Provide your employees work life flexibility
 - Retain and attract



* Texas Transportation Institute 2010 URBAN MOBILITY REPORT

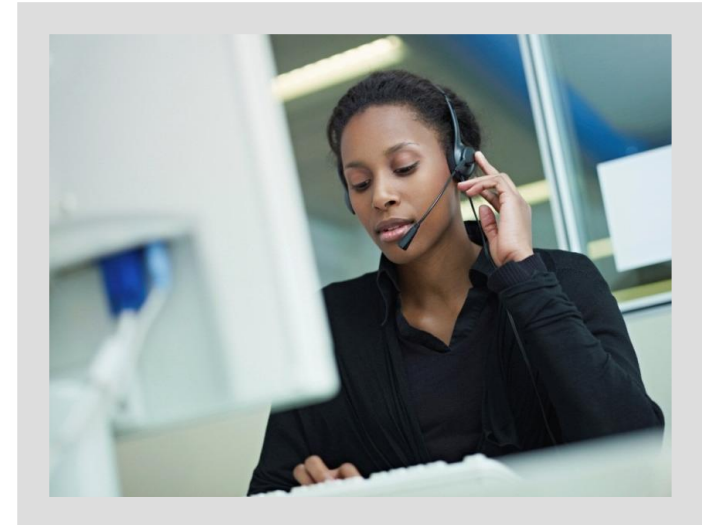
AVAYA IP Office is All About Delivering Value to Your Business and Applying Solutions to Challenges

- ✓ Increasing sales
- ✓ Lowering costs
- ✓ Increasing customer loyalty
- ✓ Enhancing customer service
- ✓ Differentiating your company
- ✓ Competing with larger companies
- ✓ Improving work life balance
- ✓ Giving you the flexibility to manage growth



AVAYA IP Office is All About Driving Your the Conversation with Your Customers

- ▶ Explosion in real-time data about customers
 - greater customer insights
 - Increased efficiency and performance
- ▶ Give your customers and prospects:
 - the right information, in the right context, at the right time, with the right people



A 5% reduction in your customer defection rate can increase profits by 25% to 80%

AVAYA IP Office Takes Care of Legacy Nortel & AVAYA Partner Customers?

Keep Using Your Current Phones



Includes: Avaya (PARTNER™ MAGIX) Lucent, BCM and Norstar,

- ▶ Keep using your existing phones.
- ▶ Replace them on an “as needed” basis.
- ▶ Mix and match, provide new IP phones to key staff who can really benefit from the added features.

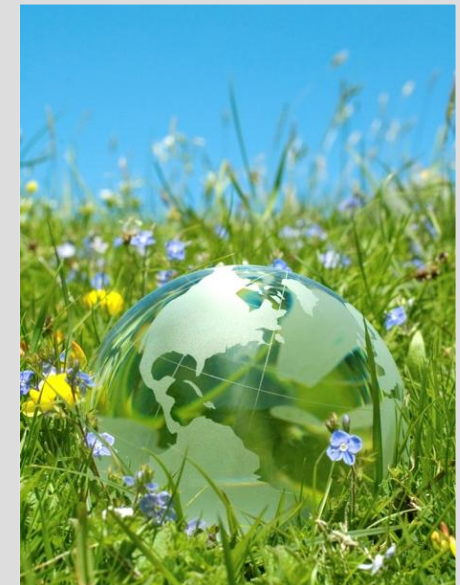
Up to 60% Investment Protection

AVAYA IP Office Helps Your Organization to be Green

- ▶ **Savings for employers:** up to \$20,000 per employee per year (real estate, electricity, office expenses, etc.)
- ▶ **Savings for employees:** between \$4,000 and \$21,000 per year in travel and work-related costs; a big hiring advantage
- ▶ **Environment:** Half-time telecommuting nationwide is equivalent of taking 10 million cars off the road

Companies with telework policies report reductions in attrition/turnover, and overall increases in productivity

Source: www.teleworkresearchnetwork.com



Avaya IP Office Unifies Your Communication

Telephony

Voice mail

Email

Instant messaging



- 
- ✓ **For any device:**
computer, office phone,
mobile, home phone
 - ✓ **For every medium:** voice,
e-mail, IM, video
 - ✓ **For every business
function:** sales, customer
service, vendor
management



AVAYA IP Office Simplifying Connections Across Your Business

- ✓ Extend operational hours
- ✓ Extend your call center answer points
- ✓ Reduce LD toll charges
- ✓ Enhance collaboration
- ✓ Centralize management, receptionists and.....



Unify All Your Communications

AVAYA IP Office Adapts to Your Needs.... *We have You Covered*

Telephony
Voice mail
Email
Instant messaging



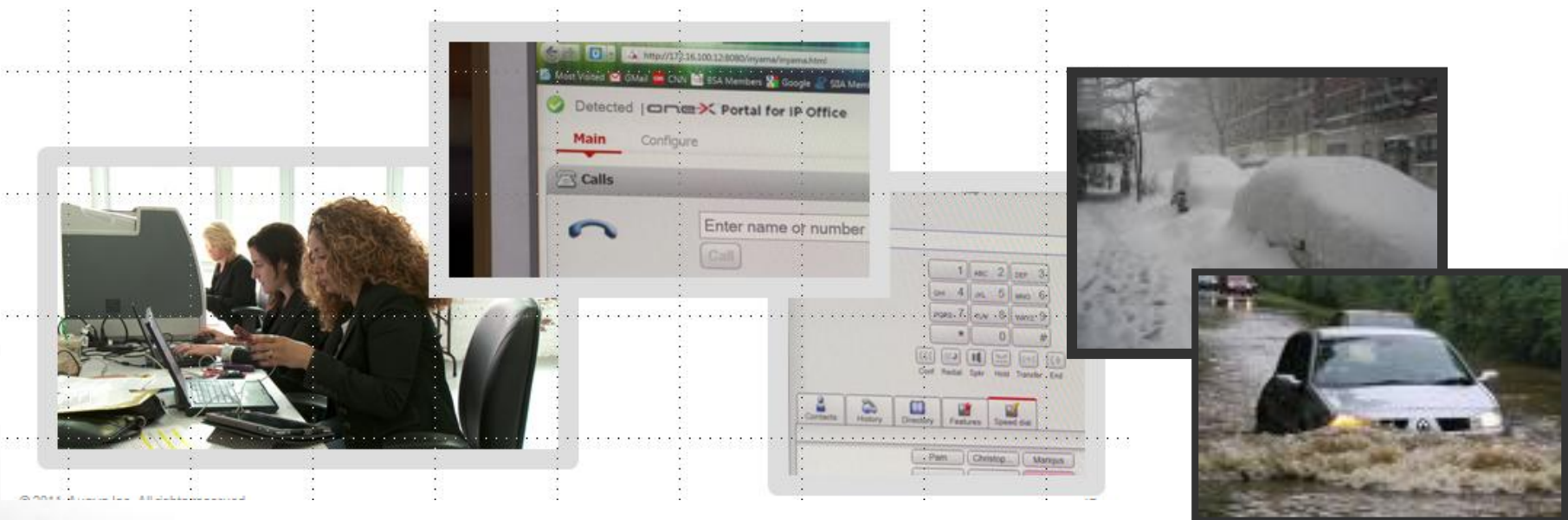
- ▶ A 'hybrid' communications solution
- ▶ Preferred or Advanced Editions—different options for different budgets
- ▶ **User Productivity Solutions:** Match the right communications software to your employees:



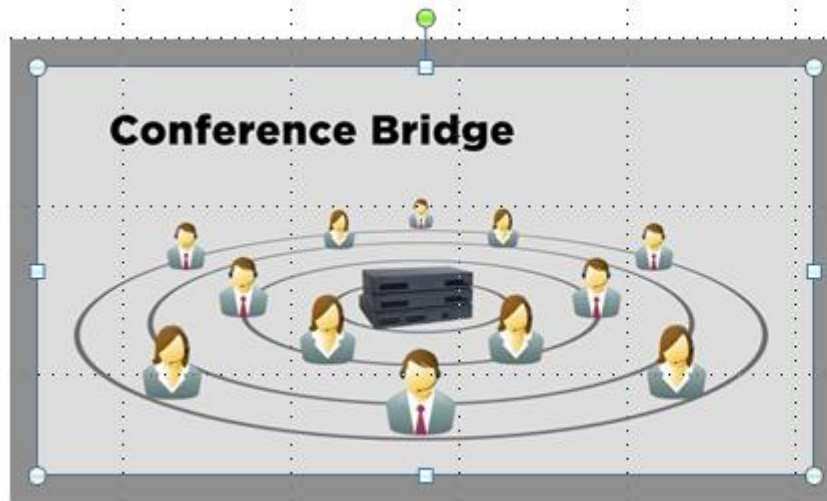
AVAYA IP Office Makes Everyone More Productive

Software options for communications on your PC & Mobile

- Enable staff to work anywhere, anytime, in all conditions
- Use any mobile or home phone as an office phone extension
- Know instantly who is available and how best to reach them.



AVAYA IP Office Allows Anytime, Anywhere Collaboration



- 128-port conference bridge – Built right in..
- Easily set up conference calls at anytime, quickly connect virtual teams, clients
- Add Videoconferencing:
 - In the conference room
 - On the desktop

AVAYA IP Office Provides Tools for the Mobile Worker – Office Phone Extension Anytime, Anywhere

Calls you receive

- ▶ One number
- ▶ One voicemail
- ▶ Pick up on desk phone



Transfer 'on the go'

Calls you make

- ▶ One number sent
- ▶ 4 digit dialing
- ▶ Pick up on cell phone
- ▶ Office calling rates

Avaya IP Office one-X® Mobile Preferred – “There's an App for That”

Mobile workers can access features on the go

- ▶ **Bring the one-X® Portal for IP Office experience to the mobile workforce**
 - Call control (click-to-call, click-to-conference, etc.)
 - Visual voicemail
 - IM and presence (both call and calendar)
 - Corporate directory access
 - Call screening
 - Additional features specific to mobile users
- ▶ **Supported on Android 2.x smartphones and/or tablets***

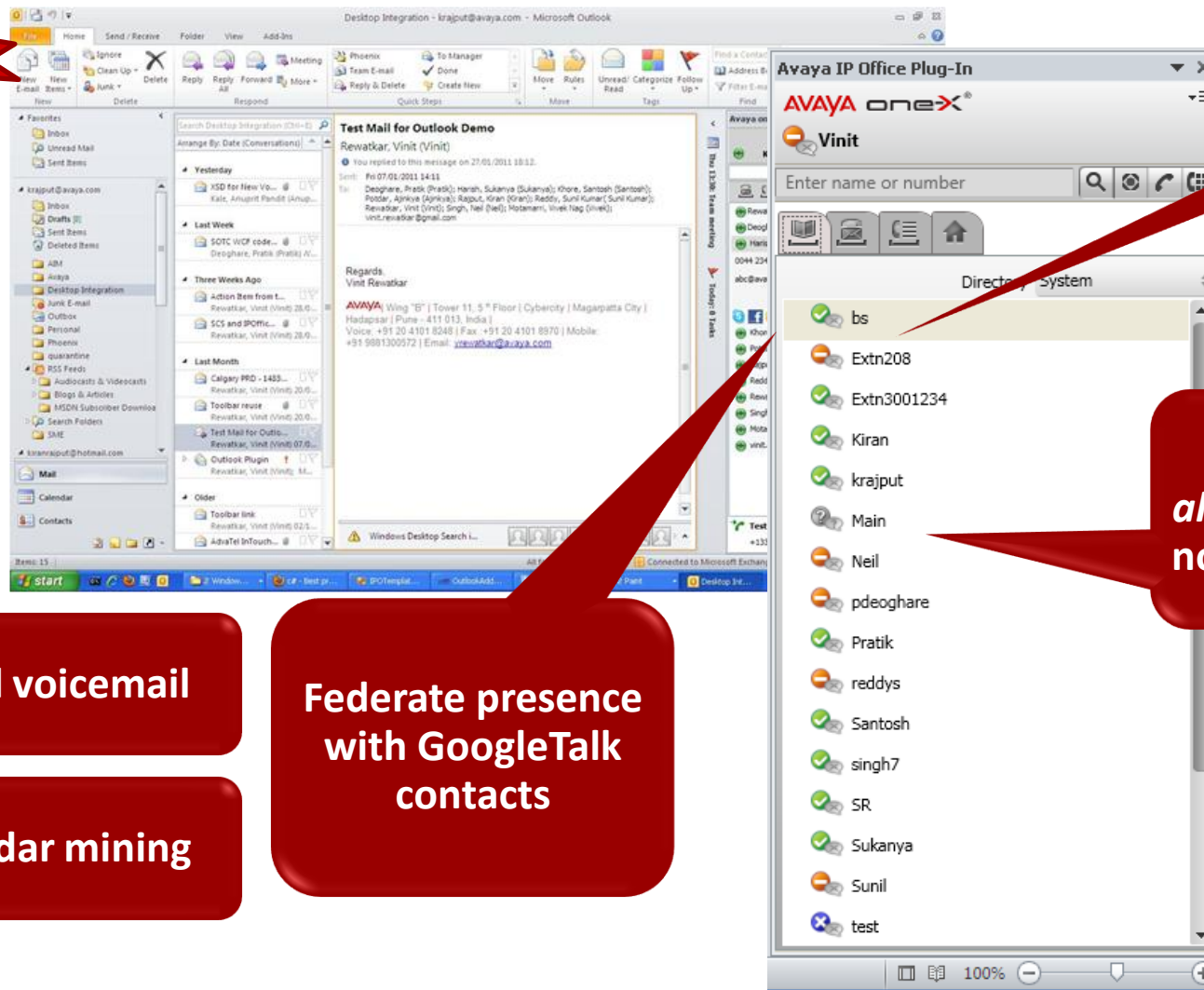
** iPhone integration will follow in a dot release (cQ2 2012)*



Avaya IP Office Has a Plug-in for Microsoft® Outlook

Enables you to embed communications into your desktop

New



Click to call or conference

Prime contacts
always on display –
no search required!

Visual voicemail

Federate presence
with GoogleTalk
contacts

Calendar mining

AVAYA IP Office Integrates with Salesforce.com

Call control through SFDC portal

New

Make and receive calls

Consultative or blind transfers

Screen pop on incoming calls

Ready for Calls

Line 1 Open

Enter phone number to dial...

8018

Dial

1 2 3

4 5 6

7 8 9

+ 0 #

Hide Dialpad

Line 2 Open

Line 3 Open

View: Edit | Create New View

Recent Contacts

Name	Phone
Singh, Neil	402
Deoghare, Pratik	309
Reddy, Sunil	208

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
 - Included with Office Worker, Teleworker and Power User

AVAYA IP Office Has Gadgets for one-X® Portal

The screenshot displays the Avaya one-X Portal for IP Office interface. At the top, it shows the user's status as 'In Office' with 'Your business name here', and the user's name 'John Smith' with a status of 'Available'. Navigation links for 'Main' and 'Configure' are present. The interface is divided into several sections:

- Calls:** A section for managing calls, featuring a 'Mute button for active calls' (highlighted in a red box). It includes fields for 'Name or Number', 'Subject', and 'Account Code', along with buttons for 'Call', 'Transfer', and 'Consult'. A list of participants is shown, including 'Gordon M...', 'Parkslot - 3', 'Parkslot - 4', and 'Pradyu...'. A 'Record' button is also visible.
- Directory:** A section for searching and viewing contacts. It includes a search bar and tabs for 'System', 'External', and 'Personal'. A list of contacts is displayed, including 'Alex', 'Brad', 'Charlie', 'Deng Liáopxiáop Guónopog', 'Edgar', 'Fred', 'Gordon M', and 'Gordon S'. A 'Federated presence with GoogleTalk contacts' (highlighted in a red box) is mentioned.
- Call Logs:** A section for viewing call history. It includes tabs for 'All', 'Incoming', 'Outgoing', and 'Missed'. A table lists call details:

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	2s	8
Extn104(104)	10 Feb 12:48:12 pm	4s	32
Karen(104)	10 Feb 1:56:42 pm	48	11
Extn103(103)	10 Feb 12:36:01 pm	2s	8
Extn104(104)	10 Feb 12:48:12 pm	4s	32

Buttons for 'Add to Phonebook' and 'Clear Log' are also present. A 'MS Exchange calendar mining' (highlighted in a red box) is mentioned.

- Twitter:** A section for viewing tweets. It includes a search bar and tabs for 'Home', 'Replies', 'Directs', and 'Favorites'. A tweet from 'chill_hus' is displayed, mentioning 'Avaya: Empix evolve srl Solutions Now Rated "Avaya Compliant"'. A 'Transfer IM to voice conversation' (highlighted in a red box) is mentioned.
- Easy 3rd party gadget integration:** A section for integrating third-party gadgets, such as iGoogle. It includes a 'Save' button and a 'Remove' button. An 'Easy 3rd party gadget integration e.g. iGoogle' (highlighted in a red box) is mentioned.

The bottom of the interface features the 'one-X Applications' logo and an 'Appearance' button.

Federated presence with GoogleTalk contacts

MS Exchange calendar mining

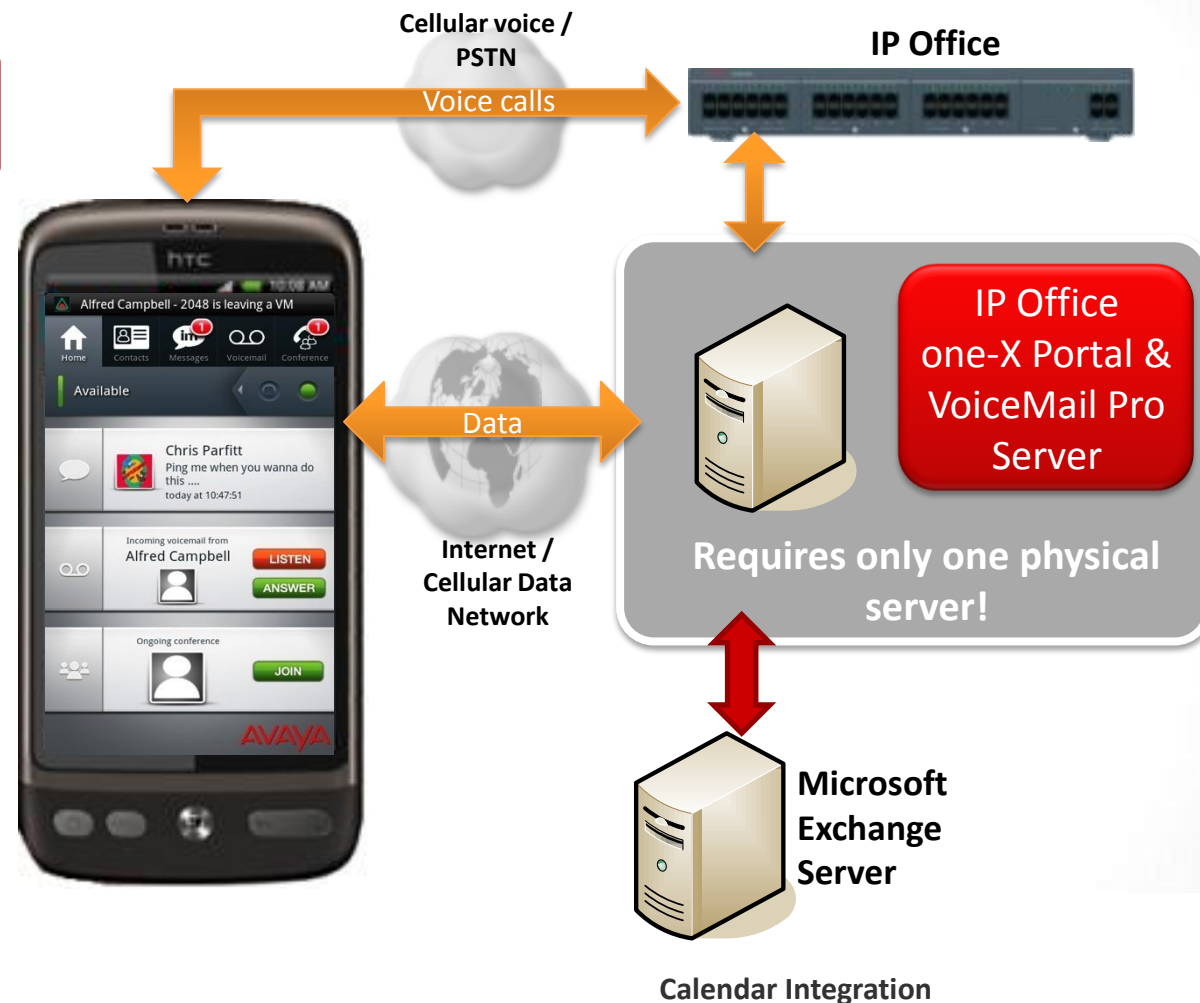
Transfer IM to voice conversation

✓ Simple URLs
✓ MyBuddy
✓ Gadget tabs
& more!

AVAYA IP Office Employs a Simple Architecture

✓ *Simplified, open architecture*

- Only one physical server required (can use existing Preferred Edition / one-X Portal server)
- Calendar integration with MS Exchange
- Rich presence aggregation and federation with public networks



Day In the Life of One Business



- ▶ We put together a video of a “typical” small business
- ▶ It illustrates many of the trends we just talked about
 - Mobility
 - Streamlining business processes
 - Work life balance
- ▶ Demonstrates how communications delivers value



IP Office Helps Your Organization:

- ▶ Make it easy for your employees to work from anywhere
- ▶ Provides more ways to communicate with your customers
- ▶ Simplify and speed up workflows
- ▶ Serve more customers, better and faster
- ▶ Unify your communications: email, messaging, IM, mobile and more
- ▶ Saves your organization money



Why STL Communications

- ▶ We have the experience and expertise
- ▶ We have the pricing of the big guys with the individual service of a small company
- ▶ We always Strive for “Extremely Satisfied Customers”, not just “satisfied” - we are in business for the long run, not the quick sale
- ▶ We have local support, loyal seasoned employees
- ▶ We give back to the community in the form of scholarships, giving, and involvement in events and charities
- ▶ We have a *well* qualified installation and engineering team – we are IP Office Experts
- ▶ We are the only AVAYA partner HQ in St Louis
- ▶ We are AVAYA’s Go-to Partner Because Of Our Knowledge, Support, and Customer Satisfaction Ratings
- ▶ We are our customers choice because of our Knowledge, Support, and ability to perform