



Your Competitive Advantage

- ✓ **Faster**
Collaboration
- ✓ **Smarter**
Decisions
- ✓ **Better**
Business

Agenda

- ▶ Technology Nirvana
- ▶ STL Communications Leadership
- ▶ AVAYA Grows With Your Business
- ▶ Xima Call Detail Reporting
- ▶ Prizes
- ▶ Demonstration
- ▶ Food & Drink

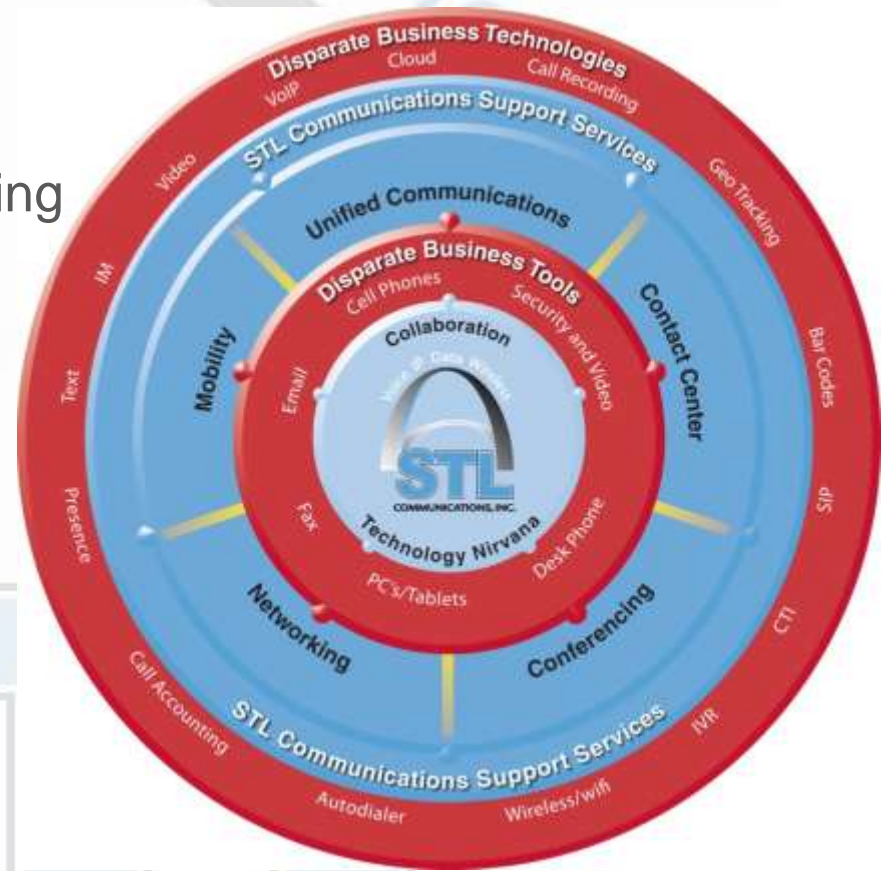
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STL Communications Provides the Path to: Technology Nirvana!



- Technology Enlightenment
- Freedom from Technology Suffering
- Collaboration for Better Service
- Improve Process
- Create Efficiencies
 - Unified Communications
 - Mobility
 - Contact Center
 - Networking
 - Conferencing



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STL Communications Leadership

- ▶ Proven Experience, Knowledge & Commitment for the past 25 years
- ▶ Long history with AT&T, Lucent, and now AVAYA
- ▶ Knowhow, dedication, and attention to detail
- ▶ We apply AVAYA and complimentary technologies to help solve business challenges (Nirvana)
- ▶ Significant contributor to St Louis Community causes and scholarships
- ▶ Our intellectual strength is our customers' advantage
- ▶ We employ over 400 years of combined industry experience
- ▶ RCGA Leadership Circle member
- ▶ Top 2% of AVAYA business partners in US as Services Expert
- ▶ Our customers tell us that our service response and break fix are exceptional
- ▶ Top 1% AVAYA Partner in Excellence Award



AVAYA and Mobile Collaboration

Question #1

STL Communications is an AVAYA Services Expert and is in the top **X Percent of AVAYA North American Partners.**

What Percentage? **2%**

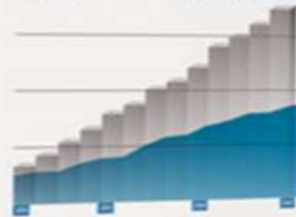
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Luxury Hotel and Conference Center Revenue impact from technology solution

With technology solution	Without technology solution
\$195,000	\$178,400



Your Competitive Advantage

Kathy Steeves – AVAYA

- ✓ **Faster**
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Business

AVAYA IP Office Leadership

- ▶ 265,000 systems have been sold world wide
- ▶ 7.5 Million IP Office Users Worldwide
- ▶ #1 Worldwide for Small/Medium Systems
- ▶ Supports anywhere from 5 to 1000 users in a multi location environment
- ▶ The IP Office telephone sets use up to 50% less energy than other IP sets on the market.
- ▶ No moving parts proprietary to AVAYA
- ▶ Single Server, Reliable, Full Survivability Available
- ▶ Superior integrated collaboration capabilities
- ▶ Native SIP trunk and end points
- ▶ Wide choice of mobility solutions
- ▶ 128 port conference bridge

The Rapidly Evolving Work Environment

New Opportunities

“Flexible work schedules outrank compensation 65% to 35%. How can I take advantage*?”

“How can work-from-home solutions help us recoup lost productivity?”

“What are the right tools to help my business enhance its customer focus?”

New Challenges

“How many of our customers are going to competitors because we lack real-time responsiveness?”

“How do I best support employee-owned devices?”

“Will I be able to calculate ROI for my investment?”

Avaya Solutions Deliver What You Need



Flexible Workforce

- ▶ Mobility support for iPhone, Android, and tablets
- ▶ Phone, chat, and conferencing, just as if you're in the office
- ▶ Video for everyone



Simple and Scalable

- ▶ Telephony, conferencing, mobility, and collaboration on a single platform
- ▶ Easy extensibility to 1,000 users and 32 networked sites
- ▶ Data networking and security options



Future Ready

- ▶ Deployment flexibility across multiple technologies
- ▶ Reuse of phones and cabling as you move forward
- ▶ Future innovation to build on your investment

Avaya Communication and Collaboration Solutions



**Flexible
Workforce**



**Simple and
Scalable**



Future Ready



Any Device



"55% of workers spend more than 20% of their work day away from their primary work location."



Desktop

Mobile



Phone



- ▶ Browser-based access and desktop integration with MS Outlook™ and Salesforce.com
- ▶ Seamless remote networking using any phone, anywhere in your network
- ▶ Seamless transition between devices during calls



Even Tablets

Set presence information.

Manage multiple calls, just as you do in the office.

Select communication modes.

Manage contacts, call log, and IMs.

Quickly find all your contacts.

Launch email from history or contact fan.



- ▶ Built for tablets and downloading from the Apple Application Store
- ▶ Voice, chat, and presence for instantaneous communication
- ▶ WiFi capability for VoIP, reducing dependence on mobile minutes



From Anywhere



- ▶ Use the same tools at home, on the road, or in the office.
- ▶ Access the corporate directory and messages, see employee availability, schedule and manage conference calls, chat, and make or receive calls.
- ▶ Reduce long distance, mobile, and international calling cost.

Question #2

55 % of workers spend **X**
percent of their time away from
their work place?

What Percentage?

20%



With Video for Everyone



- ▶ A simplified interface that makes video conferencing easy to use, for everyday productivity
- ▶ A cost-effective desktop, mobile, or in-room video solutions
- ▶ High-definition multi-party video options



Less Rack Space, Less Hassle

Avaya IP Office

Uses 5X less rack space
25% lower TCO



500 users

Competition



500 users

- ▶ 5X less rack space with applications sharing servers
- ▶ 25% lower total cost of ownership and less energy consumption*
- ▶ Less disruption during installation, and upgrades completed in minutes



Growing with You

Avaya IP Office

Retain phones and equipment as you grow beyond 1,000 users with Avaya Aura



1 platform to grow to 1,000 users



Competition

Multiple platforms to grow to 1,000 users

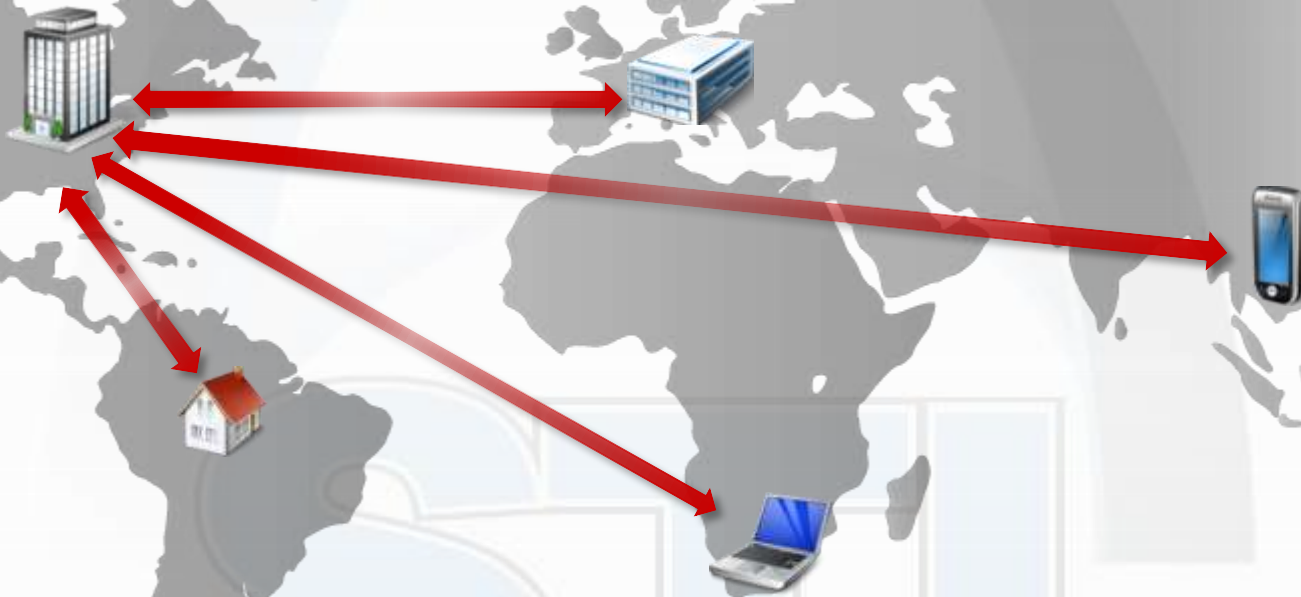


- ▶ Carry your investment forward to 1,000 users and beyond
- ▶ Give users built-in capabilities like conferencing, chat, and call recording
- ▶ Support multiple technologies without replacing infrastructure



With Maximum Flexibility

Centrally manage users at any location.



- ▶ Easy, flexible business growth across locations
- ▶ Support for employees or contractors in office or home locations
- ▶ User functionality added centrally, based on user needs, for any location



Uncompromised Security



Secure remote phone:
No VPN required

SIP Security:
Avaya Session Border
Controller for Enterprise

**Secure remote
management and
maintenance:**
SSL-VPN

- ▶ Security for remote and home workers with IP phones—without VPN
- ▶ Enterprise-class SIP security, connectivity, and quality of service (QoS)
- ▶ Faster service resolution and quicker upgrades



And Integrated Networking



Avaya Ethernet Routing Switches

- ▶ Auto set-up with Avaya IP Office
- ▶ More than 80% power efficiency – Avaya testing
- ▶ Certified one-minute plug and play for IP phones – Miercom 2011

AVAYA
IP Office



- ▶ A rich feature set that is cost-effective for any location
- ▶ Auto setup with IP Office for fast, seamless deployment
- ▶ The ability to expand your network as your business grows

Question #3

AVAYA Data Networking uses 5X less rack space and has a **X Percentage lower total cost of ownership than the competition.**

What Percentage?

25%



Protecting Your Investments



Leverage existing investments today and into the future.



Reuse existing system phones.



Reuse existing cabling infrastructure.

- ▶ Integration and reuse of existing Avaya/Nortel phone sets
- ▶ Deployment technology choices that reduce or eliminate rewiring costs
- ▶ Investment protection as you—and Avaya—innovate for the future



While Creating Your Future



**Cloud
architecture**

**HD video
conferencing**

**Enriched
mobility**

**Contact
center**

Virtualization

**New tablets,
smart phones,
and devices**

**Business
application
integration**

- ▶ Take advantage of continuous Avaya innovation to keep pace with business
- ▶ Retain phones and hardware as you move to mobility and collaboration
- ▶ Integrate with technologies and applications you are investing in to continue to drive greater productivity

Avaya Communication and Collaboration Offerings



- ▶ Avaya one-X (Android, iPhone, Blackberry)
- ▶ Avaya Flare Communicator (iPad, Windows)

Mobility



- ▶ Avaya / Radvision desktop, room, tablet and mobile

Video



- ▶ Avaya IP Office

Communications Platform



- ▶ Avaya Ethernet Routing Switches
- ▶ WLAN 8100

Networking



- ▶ Secure IP Phones with no VPN
- ▶ Avaya Session Border Controller
- ▶ IP Office Remote access, SSL-VPN

Security



Avaya Leadership



**#1
World-
wide**



Gartner



Proven Record of Success

- ▶ 7.5 Million IP Office users worldwide
- ▶ 265,000+ systems sold
- ▶ #1 Worldwide in revenue for small midmarket systems - Dell Oro 2011

Awards and Recognition

- ▶ Leader in Magic Quadrants for unified communications, contact center, and corporate telephony - Gartner 2010
- ▶ IP Office, UC Product of the Year, 2011 - Frost & Sullivan & TMC
- ▶ 25% Lower TCO vs competitor - Tolly Report 2010

Superior Customer Service

- ▶ Recognized four years in a row for providing an outstanding customer experience - J.D. Power and Associates



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AVAYA

The Power of We™

...faster collaboration, smarter decisions, better business



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CHRONICALL

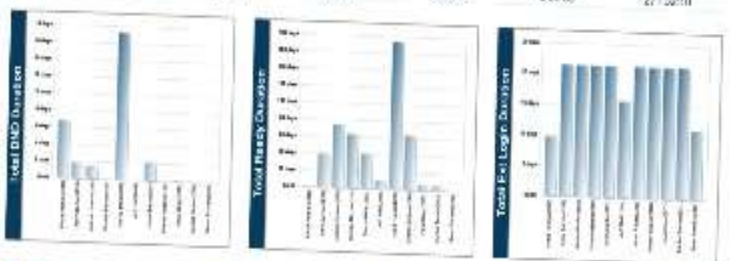
- True Cradle to Grave
- Standard Reports
- Custom Reports
- Recording Available
- Realtime Monitoring
- Wallboards and Dashboards

Agent Time Utilization

Jan 01, 2013 to Jan 01, 2013
15:00:00 to 15:00:00

Total Talk Time Duration	15:15:33	Total Hold Duration	0:00:12
Total Ready Duration	15:15:33	Total DND Duration	2:10:17
Total Call Log Duration	0:00:00		

Agent	Total Talk Time Duration	Total Hold Duration	Total Ready Duration	Total DND Duration	Total Call Log Duration
Alice Perkins(202)	0:02:33	0:02:27	0:01:15	0:02:45	0:00:00
Amy Rogers(203)	0:02:33	0:02:27	0:01:15	0:02:45	0:00:00
Andrew Hernandez(123)	0:02:33	0:02:27	0:01:15	0:02:45	0:00:00
Christina Myers(210)	0:02:33	0:02:27	0:01:15	0:02:45	0:00:00
Clara Wilson(207)	0:02:33	0:02:27	0:01:15	0:02:45	0:00:00
Jeff Hall(204)	0:02:33	0:02:27	0:01:15	0:02:45	0:00:00
John Rogers(206)	0:02:33	0:02:27	0:01:15	0:02:45	0:00:00
Kristen Simpson(144)	0:02:33	0:02:27	0:01:15	0:02:45	0:00:00
Rachel Gray(217)	0:02:33	0:02:27	0:01:15	0:02:45	0:00:00
Rachel Tanner(221)	0:02:33	0:02:27	0:01:15	0:02:45	0:00:00
Sean Parker(213)	0:02:33	0:02:27	0:01:15	0:02:45	0:00:00

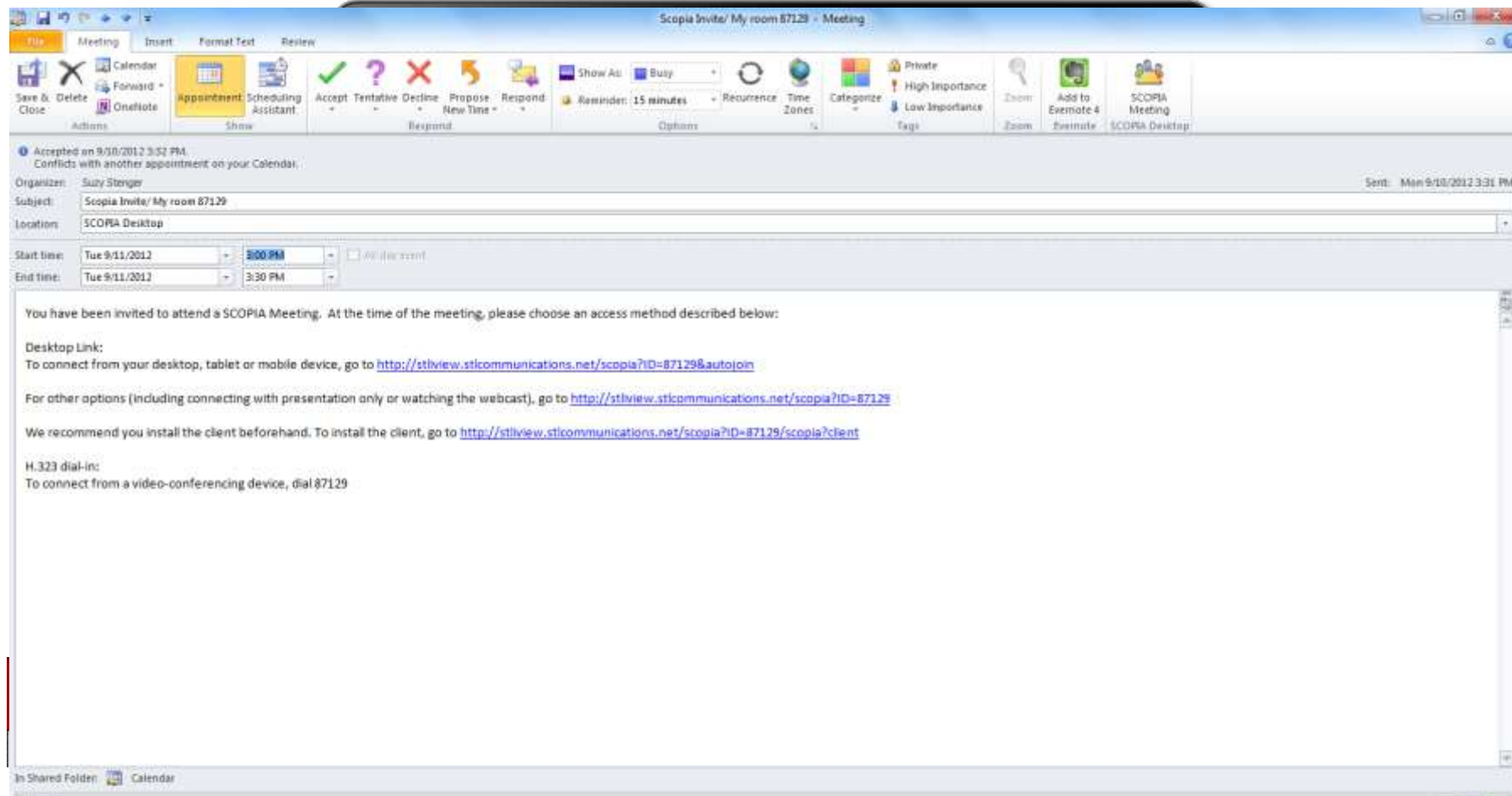


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Get Your Ticket Ready

The winner of the iPad is:



**Thanks for coming, Please stay and
enjoy, food drinks and live
demonstrations.**

