The Mobile Collaboration Solution for Midsize Enterprises

Unleash the Power of We™ for faster real-time collaboration and smarter decisions anywhere, and on any device.

Relying on Avaya

A leading transport company relies on Avaya to help maintain its commitment to ontime delivery.

"Avaya has helped us to create a more effective and mobile workforce, and to continue building a highly collaborative culture."

Elaine Maund, Vice President Information Systems, Boyd Bros. Transportation Inc.

Rely on Avaya for cost-effective, simple-to-deploy real-time collaboration choices:

• Reach new customers in new ways

• Streamline business operations and processes

• Enhance employee productivity

• Manage the security and bandwidth management issues of BYOD

Today's Business Environment

Working any time, anywhere is the new normal. Partners, customers and colleagues expect instant response and personalized service. To engage and execute on market opportunities faster, your employees need to be able to work effectively—wherever their work takes them.

That means being able to connect and collaborate using virtually any device—a seamless, real-time collaboration experience.

But along with the benefits, working in today's mobile, distributed enterprise poses significant challenges.

If not managed correctly, giving people more options in where they work can impact overall productivity and customer service. Customer requests fall through the cracks. Face-to-face collaboration—critical to teamwork and innovation—may not be so easy to accomplish.

More and more companies are implementing Bring Your Own Device (BYOD) strategies—allowing employees to use personal mobile devices for work. But BYOD also poses significant security, control, bandwidth management and network downtime issues.
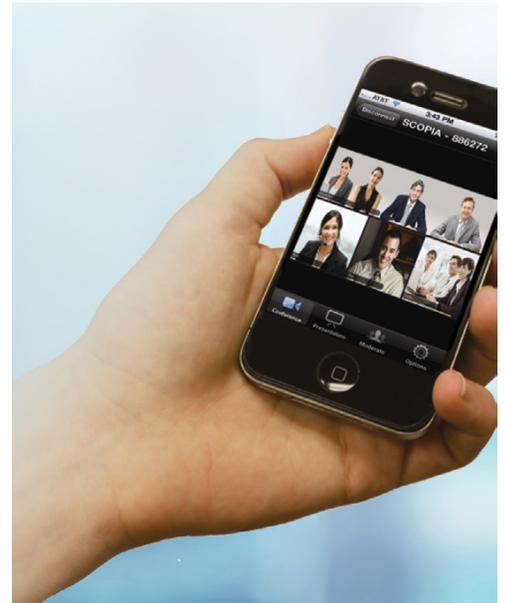
You need an approach to communications and real-time collaboration that's flexible, manageable and matched to your critical business needs and goals.

Avaya is ready with cost-effective, simple-to-deploy, integrated collaboration solutions that scale to your needs. Take advantage of a wide range of mobile, video, roaming and remote worker solution options that, because they are integrated, help ensure that applications and devices work together reliably, deliver peak performance, and reduce costs.

You Can Count On Avaya

Market leadership: With 30 million users, Avaya is No. 1 worldwide in communications solutions for small and midsize enterprises.[1]

Technology leadership: Open architectures, tight integration with business processes and breakthrough user interfaces are just some of the attributes that have led leading analysts such as CRN Magazine, Frost and Sullivan and Gartner to single out Avaya as a leader in business communications solutions.[2]

Cost control: Avaya understands the realities of budgets and is an industry leader in lowering total cost of ownership (TCO). For small and midsize companies in particular, independent analysts have declared Avaya nearly 25 percent less expensive in acquisition and ownership costs.[3]

Global expertise in collaboration: Rely on both Avaya and our global network of Partners to guide your enterprise through planning, deployment, user adoption and predictable ROI. Take advantage of an array of services designed to solve key challenges and support optimal planning, implementation, adoption and performance.

Getting there from here

Unlock the suite of opportunities that mobile collaboration technology presents in a simple-to-deploy solution that is designed to meet your needs. Get choices—a virtualized core server option or an integrated self-contained platform option—to fit your needs today and into the future.

Avaya IP Office: For the business looking for a collaboration platform that grows as your business grows, Avaya IP Office has what you need. Bring your desktop communications capabilities right to your smartphone or tablet, included integrated e-mail and voice mail, video, instant messaging, presence, conferencing, all in an expandable, simple-to-use, easy-to-manage solution.

Avaya Aura® for Midsize Enterprise: For the business that seeks a virtualized core solution with advanced contact center capabilities, Avaya Aura® for Midsize Enterprise provides a centralized, enterprise-wide architecture and common management for all kinds of collaboration—mobile, voice, video, instant messaging and presence—and support for extended applications such as Avaya Aura® Conferencing and AvayaLive™ Engage.

Meeting user needs

Take advantage of Avaya applications that maximize the power of mobility:

Avaya Flare® Experience for iPad and Microsoft Windows devices— transforming tablets into effective business decision making devices.

Avaya Radvision Scopia®—from video soft clients for desktop and mobile devices, to room-based systems and Multipoint Conferencing Units (MCU), Avaya delivers sophisticated and flexible video solutions.

Avaya one-X® Mobile—providing rich unified communications on smart phones from major manufacturers (iPhone, Android, Nokia and Blackberry).

Avaya one-X® Communicator— meeting the communication needs of office, home, and remote workers.

Avaya One Touch Video— enabling personal voice, video and collaboration sessions between you and your customers through an internet-connected PC or kiosk.

A secure wireless infrastructure

Avaya offers a range of solutions—including **WLAN 8100 Series, Avaya Aura® Session Border Controller Advanced for Enterprise** and the **Avaya Identity Engines** portfolio of security solutions—to support optimized, scalable wireless networks with easy, secure remote access for SIP clients, without the cost and hassle of VPN.

Why Choose Avaya

For Your Business

The right choice of device and applications for the task at hand: Extend business communications, applications and capabilities to a tablet, smartphone, workstation, home or enterprise deskphone as the need arises. Be productive from any location. Take advantage of the innovative Avaya Flare® Communicator and its easy-to-use interface designed to put real-time collaboration tools at your fingertips.

Cost-effective, easy to access, audio, video, web and immersive conferencing: Eliminate expensive external conferencing fees. Convene a multimodal conference between virtual teams, partners and customers whenever you need to. Use your personal conference bridge with audio or video, share files or applications on your desktop.

Reach experts easily and increase productivity: Use presence to quickly see who is available to work an issue or serve a customer. Save time, reduce interruptions and missed connections with integrated applications that show who is online, on the phone, available to IM, in a conference call, traveling or on vacation.

For Your Bottom Line

Lower TCO and achieve fast, tangible ROI: Avaya and our partners can plan, scale, and build your real-time collaboration solution—all at a cost, pace and level of simplicity to suit your business, leveraging what you already have from all kinds of suppliers. Plus, the solutions are "organic"; Avaya has a plan to keep the solutions growing as devices evolve, business applications become more "mobility-centric," user needs change and business opportunities evolve.

Flexible deployment and support choices: Choose to independently manage your infrastructure or outsource with Avaya's range of standard and customized professional services expertise that lower business risk.

Keep your business always on: Browser-based system management and administration, integrated into the Avaya solutions, means you can easily monitor, trouble-shoot and make moves/adds/changes, minimizing downtime and the potential for lost business.

Scalable to any size: Using a revolutionary application of the Session Initiation Protocol (SIP) architecture, Avaya's solution unifies media, networks, devices, applications and presence across common infrastructures.
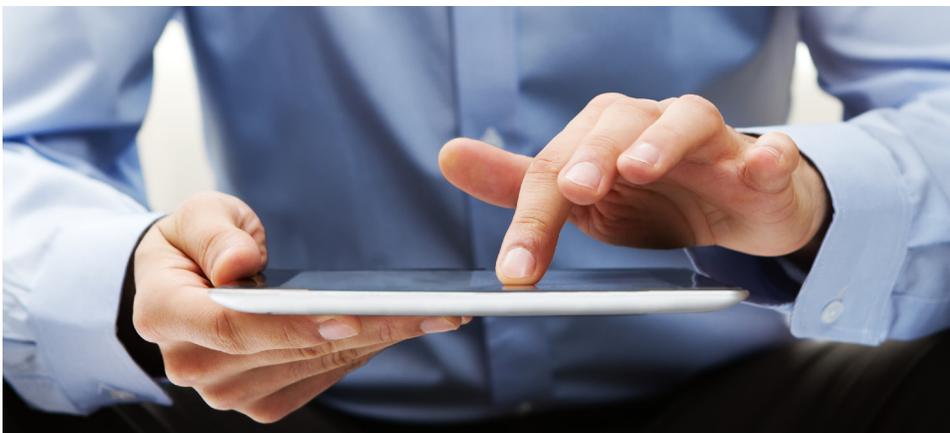
Real-time Optimized and Secure Wired and Wireless Networking:

Confidently deploy industry leading Ethernet switching, WAN routing, WLAN and network access control solutions from Avaya to allow midsize enterprises to increase reliability, security and to embrace BYOD with confidence.

Avaya wired and wireless solutions are:

- **Always on:** designed to provide maximum uptime and availability
- **Highly scalable:** Network capacity can grow cost-effectively as business needs dictate
- **Secure:** identity-based network access control for corporate and BYOD users
- **Guest management services:** fast and easy deployment of guest accounts by non-technical staff
- **Seamless Roaming:** users move freely while staying connected within the campus
- **Emergency location services:** allowing the location of emergency calls to be pinpointed quickly

Avaya IP Office	Avaya Aura® for Midsize Enterprise (ME)
The right footprint for your business	
Start small and keep growing without having to change hardware. From 5 to 1,000 users at a single site, and across up to 32 locations.	With a single virtualized server core, support from 240 to 2400 users (up to 250 remote locations) with full UC capabilities.
Features and applications to meet your needs	
Provide the real-time collaboration tools individual users need through a range of software applications, device integration and hardware; from desktop and mobile video conferencing to messaging, IM, presence and more.	Move to IP telephony, messaging, video conferencing, presence and integrated call center. Virtualization lets you host multiple applications on a single server. As your needs evolve, add Avaya Aura® next generation capabilities in customer service, conferencing and multimedia messaging.
Delivering the right customer experience	
Simplify and strengthen your customer service strategies with capabilities for call routing, automated 24/7 self-service, call recording and real-time customer service management reports. Integrate with Salesforce.com and other CRM solutions.	Leverage Avaya's leading-edge contact center capabilities for multi-channel and multimedia customer contacts: voice, e-mail, SMS, Web chat, IM, social media, One-Touch Video and other contact types. Take advantage of outbound campaign support, integration with business processes and a range of analytics and workforce management tools.
Devices and clients your employees need	
Select from a wide variety of desk phones, conferencing phones, wireless phones and video devices as well as mobile communications software for smartphones. Continue using Norstar, BCM, PARTNER®, Merlin, or Integral 5 phones.	Support existing endpoints or deploy the latest IP/SIP phones and devices, such as Avaya Flare® Experience. Expand with advanced collaboration like video conferencing with HD video.
Simplicity of management and administration	
Manage and administer all systems from a central location with simple drag-and-drop system management–without the need for outside service technicians. Diagnostics proactively identify potential problems.	Take advantage of Avaya Aura® System Manager, a common management platform based on Service Oriented Architecture (SOA), centralizing provisioning, maintenance and troubleshooting across applications and systems.

Getting Started

To learn more about Boyd Bros experience with Avaya visit http://www.avaya.com/usa/case-for-avaya

For more information on Avaya Mobile Collaboration Solutions for Midsize Enterprises please contact your Avaya Account Manager or Avaya Authorized Partner. Or visit us at **avaya.com**

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