



Avaya IP Office

Solutions for Branch Offices

Multiple sites, one expectation

What does your business look like? Is it expanding? Do you have remote offices, retail outlets, and warehouses? Are you acquiring or merging with new companies?

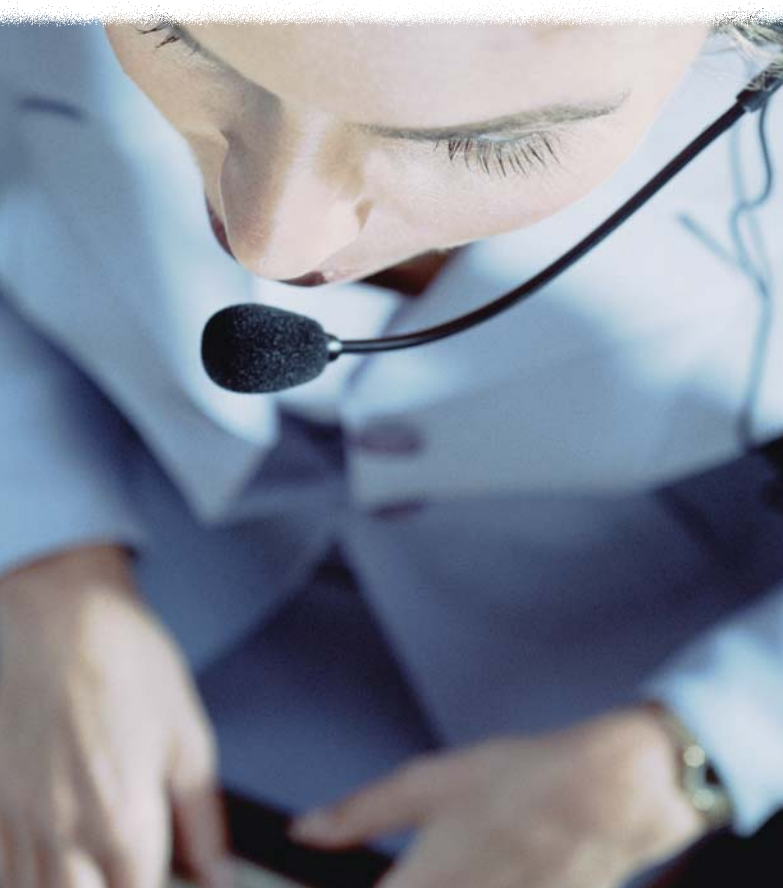
Whenever a company incorporates branch locations, it also creates real challenges for telecommunication and IT managers. The people in these locations—and their superiors at corporate headquarters—expect consistently high service levels across the organization. This means access to the corporate infrastructure, efficiencies from common informa-

tion and applications, and a solution that adapts to changing needs reliably and cost-effectively.

This is a reasonable expectation for a single, sophisticated enterprise network. How can it be met in multiple branch offices?

Avaya IP Office is the answer

Avaya IP Office allows you to operate a network of branch offices as a single site, with access to services and features on the network from any location. You gain the efficiencies of universal functions and end-user familiarity, create a foundation for future growth with proven IP technology, and spend less to do better business with converged network advantages. If you have already invested in Avaya technology such as **Avaya DEFINITY®**, **Avaya MultiVantage™ Software**, or **INTUITY™ AUDIX® systems** in your corporate headquarters, you can further reduce capital outlay and running costs by leveraging existing investments in your ongoing operations.





All-in-one performance

Avaya IP Office is a telephone system, data router, networking gateway, and centralized voicemail system. An “all in one box” that’s flexible enough to work with both traditional and Voice over IP (VoIP) systems, it’s designed for the reality of branch offices and small businesses.

Telephone System

- Supports a uniform dialing plan for easy calling of co-workers anywhere on the network
- Identifies callers to speed service for incoming calls
- Automatically synchronizes a user-defined central directory of key people, groups or companies through LDAP (Lightweight Directory Access Protocol)

Data Router

- Uses the same single link for voice and data networking
- Accesses the Internet, shares files and sends e-mails to other sites
- Supports the RIP-2 protocol for dynamic data routing

- Also includes Firewall and NAT (Network Address Translation) for security

Network Gateway

- Supports QSIG voice networking over structured leased circuits (including IP)
- Supports VoIP over managed IP VPN, Frame Relay network, LAN, or ISDN
- Works with IP and traditional PBX systems through IP and circuit-switched networks
- Supports both L2TP and IPSec protocols to enable Virtual Private Networking (VPN) for secure site-to-site communications and remote access

Centralized Voicemail

- Integrates with Avaya INTUITY AUDIX via Avaya MultiVantage Software or DEFINITY platforms to provide centralized voicemail
- VoiceMail Pro networked messaging with other Avaya messaging servers
- Allows users to divert calls to the centralized voicemail system
- Provides message-waiting notification, system-wide short-code access, navigation and full message handling capabilities

One high standard at all locations

Avaya IP Office extends the benefits of corporate networking to everywhere your people work—retail stores, warehouses, offices or even private homes. They can network telephony and data services via T1/PRI ISDN or get unlimited access using VoIP on the company WAN. They get the same network access, and many of the same capabilities, as their counterparts at headquarters so they can do better work on the spot.





Better in the office—and on the balance sheet

Avaya IP Office creates returns you can't realize from traditional voice-only communication solutions, like lower implementation and network costs from converged voice and data, and more efficient call management with built-in functionality.

Flexibility for all of your branch locations and home telecommuters creates savings in deployment costs and office space. Avaya IP Office integrates with existing systems and Avaya equipment to improve your returns on legacy and new investments. And you don't have the issue of managing different systems—or training people to use them—because Avaya IP Office can replicate feature codes used on the telephone system being replaced.

Designed for needs you don't even have yet

You may not be ready for fully converged communications today, or may not know what tomorrow has in store for your network. Avaya IP Office is your answer either way. Both a revolutionary (pure IP) and an evolutionary (TDM) system, it can bridge the gap between different systems in a multi-vendor environment and give you confidence to grow on. Implement Avaya IP Office as a voice-only solution for gradual migration to VoIP, or as a fully converged solution out of the box, and scale it up to 360 extensions per site to accommodate your growing needs.

One solution, so many advantages

These are some of the features the all-in-one Avaya IP Office provides:

- **Voice over IP** uses the Wide Area Network (WAN) to make desk-to-desk voice calls and reduce call costs

- **Least cost routing** automatically puts internal and external calls on the most cost-effective route
- **Bandwidth management** dynamically increases or decreases the bandwidth used over dial-up lines—voice compression and silence suppression minimize VoIP call size (but not their quality) while data applications continue to run at full speed
- **Remote management** enables single-interface management of the entire IP Office solution—phone system, router, firewall and DHCP server—from any location
- **Integrated firewall** protects sensitive data and equipment from unauthorized access

Avaya IP Office is optimized for these special uses, and more

- **Retail solutions** include Data Terminating Equipment (DTE) ports, as well as a Universal Serial Bus (USB) port on the IP403, for Electronic Funds Transfer at Point of Sale (EFTPOS) devices—credit card authorizations take place over a digital connection and can be processed more quickly, reducing both the risk of unauthorized transactions and the need for additional lines
- **Remote worker** functionality includes tight integration with Avaya platforms—remote IP Office users can seamlessly and securely connect to the host platform, allowing businesses

to adopt more flexible working hours and enable a more productive workforce

Distinct advantages Avaya IP Office can offer branch offices of larger businesses include:

- **Network anywhere** with almost any kind of connection, including Leased line (QSIG or VoIP), Frame Relay and Public Network (PSTN)
- **Bandwidth-on-demand** with the ability to dynamically increase bandwidth using analog or digital channels when necessary
- **Consistent user experiences** through shared digital terminals: INDeX (20 series), DEFINITY (6400 series), MERLIN MAGIX® (4400 series) systems, as well as IP desk phones (4600 series)—and VoiceMail Pro’s ability to simulate the Intuity AUDIX user interface
- **Centralized proactive management** via a single management console that can administer many IP Office sites and notify you (via SNMP) of problems
- **LDAP support** that keeps phone lists up to date by automatically synchronizing up to 500 entries with an external LDAP server
- **Remote access** that provides dial-in access for remote workers, the ability to receive calls and connect to the data network using a single analog line, and enhanced features including security, centralized billing via the integrated firewall and call back facility

- **Scalability and consistency** with a modular architecture that makes adding phones as simple as adding an expansion module
- **Native standards-based VoIP** through an integral H.323 gatekeeper and gateway offers IP telephony from day one
- **Voice and data standards-based** QSIG networking ensures multi-vendor interoperability while IP data networking enables connectivity

One solution that meets every expectation

Avaya IP Office allows branch offices of larger businesses to quickly and cost-effectively enjoy the benefits of converged voice and data. It gives branch office and home workers access to corporate resources and applications via a single network—while providing lower costs, greater efficiencies, and greater value to the corporation. With the benefits of traditional PBX communications and advanced IP networking, it’s the solution that maximizes the current potential of your branch office and remote workers—while building the best possible foundation for your future growth.

Set a high standard for your branch offices. Then give them the solution to exceed it: Avaya IP Office.

Contact your Avaya Client Executive or authorized Avaya BusinessPartner for more information today. Or visit us at avaya.com

About Avaya

Avaya enables businesses to achieve superior results by designing, building and managing their communications networks. More than one million businesses worldwide, including 90 percent of the FORTUNE 500®, rely on Avaya solutions and services to enhance value, improve productivity and gain competitive advantage.

Focused on enterprises large to small, Avaya is a world leader in secure and reliable IP telephony systems, communications software applications and full life-cycle services. Driving the convergence of voice and data communications with business applications – and distinguished by comprehensive worldwide services – Avaya helps customers leverage existing and new networks to unlock value and enhance business performance.



IP Telephony

Contact Centers

Unified Communication

Services

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