INTELLIGENT COMMUNICATIONS

Innovations 2.0

Intelligent Companies
Creating Intelligent Communications

Innovations

About the Avaya Ecosystem

An Ecosystem is "*a system of interacting and interdependent relationships*." For Avaya, this means that our success is dependent upon the success of our partners. To help ensure that success, we've created a variety of partnering programs ranging across the lifecycle of solution value creation, from development and interoperability with Avaya products, to Go-to-Market programs for regional and global partners alike, that extend product and service capabilities to our shared customer base in ways Avaya could never deliver alone.

Among these ecosystem programs are Avaya's Developer*Connection* and Global AlliancePartner programs, each designed to deliver enablement and key go-to-market benefits with different types of partners. These relationships combine the key strengths of both Avaya and its ecosystem members to build a wide and flexible portfolio of customer solutions, including:

- ▸ Co-developed software that integrates Avaya conferencing, collaboration, messaging, mobility, and contact center capabilities with leading business applications and middleware from ecosystem members

- ▸ Expertise in building complete communication solutions through strategic business and systems integration and project management to help maximize their return on investment

- ▸ Business and technology consulting that helps customers with business process engineering and technology selection and migration to help reduce risk

- ▸ Comprehensive network infrastructure expertise that encompasses servers, switches, routers, intelligent endpoint devices, and service provider networks to help reduce operational expenditures

- ▸ End-to-end services and support – including (but not limited to) outsourcing/out-tasking services, managed services, and hosted solutions – that help customers manage costs and focus on their core competencies

Through all of our programs, including the Avaya BusinessPartner and Consultant Relations programs, Avaya and our extensive partner ecosystem can together help our customers reduce risk across their enterprise, simplify their operations and gain competitive edge by transforming how communications can be used for strategic advantage.

Avaya Developer*Connection* Program

The **Avaya Developer***Connection* **Program** promotes the development, compliance testing and co-marketing of innovative third-party products that are designed to utilize Avaya platforms or are compatible with standards-based Avaya solutions. The use of open standards allows companies to add new capabilities to their enterprise without having to replace their existing infrastructure. They can integrate new Intelligent Communications applications into their operations and deliver vital information to employees and customers wherever they are located and regardless the type of communication device or network they use. As a result, companies are able to get more out of their communications investment and can realize new possibilities for making their business more competitive.

Innovations

The Avaya Developer*Connection* program's membership totals thousands of companies, including hardware and software developers, system integrators, service providers and Avaya customers from around the world. This year, we are excited to welcome members from Ubiquity Software's UDN developer program to the Avaya ecosystem. These partners will bring new value to Avaya customers, both Enterprise and Service Provider, as well as to other members of our developer community itself through their innovative applications and development tools.

Members have expertise in IP telephony, contact centers and mobility applications and have created hundreds of innovative solutions tested for Avaya compliance – including natural language speech recognition applications, wireless services, specialized computer telephony integration and applications tailored for specific vertical industries.

As members of the Developer*Connection* program, companies have access to a wide range of support from Avaya, including technical resources, compliance testing, training and marketing benefits.

Avaya Global AlliancePartner Program

The Global AlliancePartner Program combines Avaya expertise and industry leadership with that of other world-class organizations to deliver innovative, seamless communication solutions. Incorporating strategic technology alliances and go-to-market sales relationships, the program brings unique solutions to the marketplace, delivering the latest in technology and expert services to customers.

The mission of the Avaya Global AlliancePartner Program is to increase clarity, predictability and timeliness around Avaya's engagement with these strategic partners and to provide them with a best in class, consistent set of expectations, support, benefits and tools across the different markets in which they operate.

Avaya AlliancePartners vary widely in scope and expertise. Some offer a breadth of capabilities, while others have a laser-like focus on a particular technology category. Our program encompasses:

- Service Providers with whom Avaya collaborates to deliver Avaya product solutions, hosted solutions, and sophisticated contact centers

- System Integrators with whom Avaya collaborates to help customers understand the business value of advanced technology and build complete solutions integrating products and services from multiple vendors

- Outsourcers with whom Avaya works to offer out-tasking and managed and hosted solutions

- Strategic Technology Partners who work with Avaya in collaborative development efforts to define and deliver unique joint product capabilities and solutions to the market

AlliancePartners complement Avaya's own strengths in IP telephony, contact centers, unified communications, communications-enabled business processes and services – letting us weave leading-edge hardware, software and consulting expertise into cohesive solutions that help customers meet their specific business objectives. As a result, you can offer customers a wider choice of solutions that are sharply focused on specific needs or industry solutions. Your customers will benefit from best-in-class solutions that help them make their people more productive, their processes more intelligent and their customers more satisfied.

Accenture

Accenture is a global management consulting and technology services company. Committed to delivering innovation, Accenture collaborates with its clients to help them realize visions and create tangible value. With deep industry expertise, broad global resources and proven experience in consulting and outsourcing, Accenture can mobilize the right people, skills, alliances and technologies. With more than 133,000 people in 48 countries, Accenture works with clients in nearly every major industry worldwide. Through the integration of consulting and outsourcing, Accenture identifies critical areas with potential for maximum business impact; innovates and transforms the processes in those areas; delivers performance improvements and lower operating costs by assuming responsibility for certain business functions or areas; and Accenture holds itself accountable for results.

Accenture's eight service lines include customer relationship management; finance and performance management; human performance; solutions operations; strategy and business architecture; supply chain management; technology, research and innovation; and technology solutions.

For more information, visit **www.accenture.com**

The Avaya and Accenture Alliance

Together, Avaya and Accenture deliver innovative, cost-effective contact center solutions to help businesses generate greater value from every customer interaction while delivering a seamless customer experience across sales, marketing and services.

Avaya supplies world-class contact center applications and trusted technical and implementation expertise. Accenture brings deep knowledge of customer relationship strategies and delivery experience across multiple industries, along with the program management skills that ensure a smooth deployment no matter how complex the solution.

Solution Category
▶ Call/Contact Center
▶ Call Control/Routing
▶ Screen Pop

Primary Industries Served
- ▶ Banking
- ▶ Finance
- ▶ Government – State & Local
- ▶ Insurance
- ▶ Telecommunications
- ▶ Utilities

Member Presence
- ▶ APAC
- ▶ EMEA
- ▶ NA

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Avaya and Accenture Integrated
Contact Center Solutions
⌘ Compliant with **Avaya Customer Interaction Suite.**

Joint CRM and IP Telephony solutions combine Avaya's leading contact center solutions and IP telephony products with Accenture global business consulting, integration services and expertise in vertical markets.

Accenture Customer Contact Transformation Services integrates transformation and technology investments to maximize workforce performance, coordinates service delivery across multiple channels, and increases the profitability of each interaction. By decreasing labor requirements, increasing self-service capabilities and integrating leading Avaya contact center technologies included in this offer, can help dramatically reduce the cost of service delivery by 10 to 30 percent.

Specifically, the Accenture Customer Contact Transformation solution helps clients: understand the true cost of serving customers, align customer treatment with revenue growth, implement cost-effective self-service channels that enhance service quality, optimize the performance of contact center personnel and processes, explore innovative sourcing solutions that reduce risks and operating costs, and align customer contact capabilities to customer demand, without committing to high-cost technologies and operating infrastructures.

By combining Avaya's leadership in developing next generation, intelligent, customer-focused communications technology with Accenture's proven record as one of the leading providers of CRM solutions and services, thousands of enterprises can manage critical customer relationships.

accenture

Aruba Networks

Aruba Networks provides an enterprise mobility solution that enables secure access to data, voice and video applications across wireless and wire-line enterprise networks. The Aruba Mobile Edge Architecture allows end-users to roam to different locations within an enterprise campus or office building, as well as to remote locations such as branch and home offices, while maintaining secure and consistent access to all of their network resources. Based in Sunnyvale, California, Aruba has operations in the United States, Europe, the Middle East and Asia Pacific, and employs staff around the world.

For more information, visit **www.arubanetworks.com** or contact
John Vincent
901-854-2357
jvincent@arubanetworks.com

Offers

⌘ Compliant with **Avaya Communication Manager**, **Avaya SIP Enablement Services** and **Avaya IP Office Solution**.

Aruba Mobility Controllers
Aruba Networks' Mobility Controllers centralize the mobility, security and management of wireless environments.

Aruba Controlled Access Points
Aruba Networks' ultra-thin 802.11 a/b/g access points work with Aruba Mobility Controllers to simultaneously provide network access and RF monitoring.

ArubaOS Mobility Software
ArubaOS is a sophisticated software suite that serves as the operating system and applications engine for all Aruba Mobility Controllers. With ArubaOS, wireless and mobile environments can be easily secured, centrally managed and automatically optimized.

Aruba Mobility Management System
The Aruba Mobility Management System is a network management system for managing Aruba Mobile Edge Controllers and Access Points. It is user-centric, enabling administrators to do planning, monitoring and RF coverage, fault management, reporting and many other functions.

Solution Category
▸ Infrastructure
▸ Infrastructure Management
▸ Mobility
▸ Security
▸ Solution Architecture
▸ Wireless LAN
▸ Wireless Telephony

Primary Industries Served
▸ Banking
▸ Education
▸ Education – Higher
▸ Education – K-12
▸ Finance
▸ Government
▸ Government – Federal
▸ Government – State & Local
▸ Healthcare
▸ Homeland Security
▸ Hospitality
▸ Insurance
▸ Legal
▸ Manufacturing
▸ Retail
▸ Telecommunications
▸ Transportation
▸ Utilities

Member Presence
▸ APAC
▸ CALA
▸ EMEA
▸ NA

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ARUBA ®
n e t w o r k s

A Communications Network Company

An intelligent communications solution by Avaya and Aruba Networks

A FORTUNE 100® company located in the southern United States, with annual revenues in excess of $10 billion and more than 35,000 employees, owns and operates a large-scale, nationwide communications network. Among the company's core values is an emphasis on customer service and satisfaction – doing whatever it takes to meet customer expectations. The company also measures its success based on delivering superior financial returns to its stakeholders.

Challenge

The customer runs one of the largest nationwide communications networks from a Network Operations Center in the southern United States. The NOC is a 7,000 square foot, open-plan room with low cubicles and large animated displays on the walls. At any given time, there are up to 70 network engineers in the NOC, all of whom may have active voice calls. Network engineers typically work at their desks in office spaces adjacent to the NOC. When they report to the NOC for a shift, they move to a workstation in one of the cubicles. As they monitor and solve network problems, they also form ad-hoc teams using surrounding conference rooms.

As the network engineers must be un-tethered to be effective and efficient, a mobile voice and data solution is mandatory. Previously, the customer's voice solution was based on the public cellular network; however, this was outside their 5-digit numbering scheme and had very high associated costs of approximately $100 per engineer per month.

Solution

Aruba and Avaya partnered to deliver a wireless voice solution that provided PBX features and advanced voice functionality to NOC engineers. Aruba provided a centralized enteprise Wi-Fi infrastructure comprising managed Aruba AP-65 and AP-70 Access Points (APs) located on the top of workspace cubicles throughout the NOC and connected to the company's LAN infrastructure. An Aruba 6000 mobility controller, installed in the company's data center, manages and secures the Wi-Fi network. A range of SIP-capable voice-over-Wi-Fi (VoFi) phones were tested and approved by both Aruba and Avaya, qualifying handsets offering the full Avaya feature set and extending capabilities well beyond the "SIP-16."

Results

▸ **Cost savings.** Cost savings of more than $75,000 per year by switching from cellular-based mobile voice to an enterprise Wi-Fi solution

▸ **Improved mobility.** The solution enables help desk workers to be mobile while retaining automatic contact distribution features and provides them with mobile phones mirroring the functionality of their desk phones.

AtHoc

AtHoc is a recognized leader in providing enterprise-class, network-centric emergency notification systems used for force and personnel protection, facility mass notification, public safety and critical enterprise communications. Millions of end users worldwide, in organizations such as the U.S. Air Force, U.S. Army, U.S. Navy, the Air University, Hawaii State Civil Defense, U.S. Patent and Trademark Office, Boeing, PricewaterhouseCoopers, and eBay rely on AtHoc's alert delivery and management systems for critical communication and alerting needs.

For more information, please visit **www.athoc.com** or contact
Ly Tran
650-685-3000
sales@athoc.com

Offers
AtHoc IWSAlerts™
⌘ Compliant with **Avaya Communication Manager**, **Avaya Softphone**, **Avaya IP Telephones**, **Avaya SIP**, **Enablement Services** and **Avaya SIP Application Server.**

IWSAlerts is a commercial-off-the-shelf (COTS) offering that transforms an organization's existing IP network, telephone and text messaging infrastructure into a comprehensive emergency notification system. IWSAlerts allows organizations to quickly communicate with all personnel via multiple and redundant channels – computers, shared computer kiosks, text-messaging, wireless devices, telephones (cell and land line phones), PDAs and more traditional forms of alerting such as public address systems, sirens, radios and digital bulletin boards.

Emergency operations teams use IWSAlerts to rapidly deliver highly-targeted warnings, instructions and information to thousands of people over multiple communication devices from a single management console. The system provides real-time recipient feedback and acknowledgements, aiding in personnel accountability and ensuring a quick and safe response.

Solution Category
▶ 911
▶ Messaging
▶ Security
▶ Unified Messaging
▶ Workforce Management

Primary Industries Served
▶ Education
▶ Government
▶ Healthcare
▶ Homeland Security
▶ Transportation
▶ Utilities

Member Presence
▶ NA

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CallCopy

CallCopy provides contact centers with a feature-rich contact recording platform. Its integrated modular design can be used to satisfy all recording needs; from digital screen captures, to specialized recording schedules based on the unique business rules, to complete call logging and long term archiving.

CallCopy is adaptable to a wide range of technologies. Its open architecture and Application Programming Interface (API) will enable clients to customize CallCopy to best suit its operating environment.

CallCopy is stable and scalable. Whether a 20 seat contact center or a 2,000 seat contact center, CallCopy has a solution to fit the needs of businesses. CallCopy is currently recording telephone and desktop activity for dozens of companies ranging from the FORTUNE 100 to rapidly growing start-ups.

For more information, visit **www.callcopy.com** or contact
Rick Daley
614-340-4999
rdaley@callcopy.com

Offers
CallCopy Audio and Desktop Screen Recording
⌘ Compliant with **Avaya CallMaster® VI Telephones**, **Avaya Communication Manager**, **Avaya Contact Center Express**, **Avaya Interactive Response**, **Avaya IP Office**, **Avaya Softphone**, **Avaya IP Telephones**, **Avaya Gateways**, **Avaya Merlin Magix® Integrated System**, and **Avaya SIP Enablement Services**.

The CallCopy software helps businesses measure and maintain quality levels for their contact center staff by recording telephone calls, complete with desktop screen capture and a full suite of evaluation forms and reports. CallCopy is also used in general business for sales verifications, dispute resolution, and coaching/training. The application now is compliance-tested by Avaya for compatibility with: call recording utilizing TSAPI / single-step conferencing and record on-demand using service observation.

Solution Category
▶ 911
▶ Call/Contact Center
▶ Custom Voice Prompt Service
▶ Help Desk
▶ Hosted Solutions
▶ Multi-media Contact Center
▶ Quality Monitoring/Management
▶ Recording Voice/Digital
▶ Screen Capture
▶ Speech Recognition
▶ Test & Monitoring
▶ Voice Recognition
▶ Workforce Management

Primary Industries Served
▶ Banking
▶ Finance
▶ Government
▶ Healthcare
▶ Hospitality
▶ Insurance
▶ Retail
▶ Telecommunications
▶ Transportation
▶ Utilities

Member Presence
▶ APAC
▶ CALA
▶ NA

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Centurion

Centurion founded in 1981, is a full-service, applications software developer and systems integrator specializing in customer contact centers, interactive voice response, and computer telephony integration (CTI) systems. As a Developer*Connection* member, Centurion products include complete banking/financial, public utility, government agency and customer service IVR and CTI systems and software.

Centurion now serves hundreds of customers, large and small, across the United States.

For more information, visit **www.centonline.com** or contact
Larry Wallace
727-431-5208
lwallace@centonline.com

Offers

Avaya Interactive Response Custom Solutions
Centurion writes custom applications in VXML for Avaya Interactive Response (AIR) and Avaya Voice Portal and in IRAPI for AIR. Applications are in support of IVR/IWR and Contact Center Solutions.

Solution Category
▶ Call/Contact Center
▶ Custom Application Development
▶ Screen Pop

Primary Industries Served
▶ Banking
▶ Finance
▶ Govt-Federal, State & Local
▶ Utilities

Member Presence
▶ NA

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Citrix Systems

Citrix Systems, the global leader in access infrastructure and the most trusted name in secure access, is an Avaya partner for the Avaya Application Gateway AG250 and the Avaya Phone Application Suite. Citrix develops customized, vertically-focused, converged voice and date applications that deliver the benefits of Internet Protocol telephony to users by providing converged voice and data applications designed to increase user productivity, simplify user interaction, and enhance organizational communications. Citrix is headquartered in Fort Lauderdale, Fla. and the Citrix Advanced Solutions group is based in San Jose, Calif.

More than 180,000 organizations worldwide rely on Citrix to deliver any application to users. Citrix customers include 100 percent of the FORTUNE 100 companies and 98 percent of the FORTUNE Global 500, as well as hundreds of thousands of small businesses and consumers. Citrix has approximately 6,200 channel and alliance partners in more than 100 countries. Annual revenue in 2006 was $1.1 billion.

For more information, visit **www.citrix.com** or contact
Tripp Purvis
408-790-8312
tripp.purvis@citrix.com

Offers

Citrix Legal Application
⌘ Compliant with **Avaya G250 Media Gateway**, **Avaya 4600** and **9600 Series IP Telephones**.

The Citrix Legal Application integrates telephony into the legal business process. The application enables attorneys to use a simple Web-based application to first point and click on the correct client name, click on the associated matter code, and then click to dial. The application works in conjunction with the Avaya Application Gateway AG250 and the Productivity Pack. The click-to-call functionality using Smart Agent technology is a part of the Productivity Pack and is leveraged by the Citrix Legal Application to simplify dialing of client numbers along with correct client and matter codes.

Solution Category
▶ Billing
▶ Custom Application Development

Primary Industries Served
▶ Financial
▶ Government – State & Local
▶ Healthcare
▶ Hospitality

Member Presence
▶ APAC
▶ CALA
▶ EMEA
▶ NA

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CITRIX®

FIFA World Cup™

An intelligent communications solution by Avaya and Citrix

As the Official Convergence Communication provider for the 2006 FIFA World Cup™ in Germany, Avaya provided a champion communications network for the world's largest sporting event. The converged network – combining voice and data on the same infrastructure – connected the 12 host stadiums, the international media centers in Munich, Berlin and Dortmund, and the FIFA headquarters in Berlin. Players, coaches, volunteers and fans alike benefited from the Avaya network that was instrumental in player and journalist accreditation, results reporting, material tracking, accommodation confirmations, transportation, and ticketing, among other critical functions. With an estimated 45,000 network connections, 30,000 network devices and over 15 terabytes (or 15,000,000,000,000 bytes) of data, it is the largest converged communication network ever built for a sporting event. For more information, visit www.FIFA.com.

Challenge

FIFA needed to manage a directory for 100,000 people from disparate organizations working on the FIFA World Cup, and provide easy, quick access to contact information contained in that directory across mutiple sites including stadia, headquarters, hotels and other venues. In addition, the organization sought to provide real time score updates and venue information to the browsers of the IP phones in the overall converged network provided by Avaya.

Solution

Citrix provided Avaya the Express Directory solution, part of the Avaya Phone Application Suite, enabling LDAP directory integration to manage a very large and fluid directory of people from disparate organizations. Using intelligent algorithms and pruning, users could use a few quick keystrokes and access contact information right on the browsers of the Avaya IP Telephones. Approximately 4,500 Avaya IP Telephones were installed across several FIFA locations – including stadia, headquarters offices and hotels where FIFA personnel were based.

The Avaya Phone Application Suite incorporates a new breed of converged applications, including broadcast alerts, express directory, click-to-call from a PC, and text messaging for Avaya IP Telephones. The product portfolio includes: the Avaya Application Gateway AG250, the only hardware element of the portfolio, which enables users to run phone applications on the browsers of the Avaya 4600 IP Telephones; the Avaya Productivity Pack consisting of Broadcast Alerts, Text Messaging, Express Directory, and Click-to-Call; Transformed Applications and Avaya Design Studio. The Avaya Application Gateway AG250 enables applications to be reformatted or configured to deliver existing web-based (HTML/XML) applications for easy, interactive access and use on the Avaya 4600 and 9600 Series IP Telephones.

Results

▸ **Speed and accuracy of communications.** Individuals were easier to locate and real time updates of scores were ubiquitous and useful.

▸ **Increased productivity.**

▸ **More intelligent processes.**

▸ **Cost savings.** Extend converged infrastructure to decrease costs by offering telephony features on the browsers of converged devices such as directory look-up.

CounterPath Solutions

CounterPath Solutions is a developer of award-winning, carrier-grade VoIP and Video over IP, SIP softphones for telecom and Internet telephony service providers, cable operators, IP-PBX manufacturers and infrastructure manufacturers. CounterPath's SIP softphones and softphone Software Development Kits (SDKs), which provide VoIP, Video over IP, IM (Instant Messaging) and Presence functionality and can be preconfigured to customer's VoIP service and are predominantly licensed on a per-seat or per-subscriber basis either co-branded or private labeled. CounterPath's technology is deployed by over 250 customers in more than 50 countries.

For more information, visit **www.counterpath.com** or contact
Mark Klagenberg
604-320-3344 Ext.207
mklag@counterpath.com

Offers
eyeBeam 1.5 Softphone
⌘ Compliant with **Avaya Communication Manager.**

eyeBeam 1.5 is a multimedia desktop application which combines VoIP (Voice over IP), Video over IP, IM (Instant Messaging) and Presence capabilities to enable users to engage in SIP-based communications.

Solution Category
▶ Call/Contact Center
▶ Custom Applications Development
▶ Help Desk
▶ Infrastructure
▶ IP Telephony
▶ Messaging
▶ Mobility
▶ Multi-Vendor Integration
▶ Security
▶ Solution Architecture
▶ Telecommuting
▶ Unified Messaging
▶ Voice Mail/Unified Messaging

Primary Industries Served
▶ Telecommunications

Member Presence
▶ APAC
▶ CALA
▶ EMEA
▶ NA

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COUNTERPATH

Cross Professional Services

Cross Professional Services is a services solution provider committed to delivering professional technology solutions to Avaya, and Avaya certified BusinessPartners. At its core, Cross is a solutions provider.

Cross solves problems. The company guarantees delivery of solutions, on time, reliably, and cost-effectively. Cross' objective is to outperform any other professional services provider with unmatched quality and value. Put simply, Cross aspires to be the best of the best. Cross strives to deliver results that exceed your expectations. Our capabilities extend the entire range of contact center and communication disciplines providing solutions from development of customized software and applications to post implement training and support. Although Cross integrates standard Avaya solutions on a daily basis, many times Cross is asked to develop customized software applications. Whatever an organizations requirements, Cross Professional Services will make it a reality.

For more information, visit **www.crosstelecom.com** or contact
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Offers
Custom Solutions
The solutions that ACT provides include, but are not limited to: Avaya Interaction Center – Operational Analyst, Avaya Contact Center Express – Avaya Contact Center Solutions, Avaya Reporting Platforms, Avaya Modular Messaging, Avaya Training, Avaya Speech Applications, Avaya IP Telephony and convergence applications.

Solution Category
▶ Call/Contact Center
▶ Custom Application Development
▶ Messaging
▶ Multi-media Contact Center
▶ Multi-vendor Integration
▶ Solution Architecture

Primary Industries Served
▶ Banking
▶ Finance
▶ Healthcare
▶ Education – Higher
▶ Hospitality
▶ Insurance
▶ Legal
▶ Manufacturing
▶ Retail
▶ Telecommunications
▶ Transportation
▶ Utilities

Member Presence
▶ APAC
▶ CALA
▶ EMEA
▶ NA

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CROSS™
Our Experience. Your Advantage.

Extreme Networks

Solutions from Extreme Networks deliver powerful capabilities to solve tough networking challenges. The company's innovative open architecture delivers meaningful insight and unprecedented control for converged networks that support voice, video and data over wired and wireless infrastructures. Extreme Networks excels at delivering availability, security, and crystal clarity under the harshest network conditions. The Extreme Networks ExtremeXOS™ operating system offers a real alternative to closed, proprietary approaches that limit choice and compromise performance. Extreme's worldwide professional service resources in the Americas, Europe, Japan and Asia provide assistance to keep networks up and running.

All Extreme Networks offers are tested for compliancy with Avaya IP Telephony Solutions, and are supported by Avaya Global Services.

For more information, visit
www.extremenetworks.com or contact
Christopher Rajiah
678-467-9121
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Offers
BlackDiamond ® Modular Switch Family
For IP Telephony applications where high availability is a must, the Extreme Networks BlackDiamond® product family delivers switching capabilities to connect media servers, media gateways, contact centers, CRM databases and firewalls. All BlackDiamond switches feature the modular ExtremeXOS™ operating system for extraordinary performance under duress and the Ethernet Automatic Protection Switching (EAPS) protocol for ultra-fast protection against a variety of failures. Select switches also include the CLEAR-Flow rules engine for insight and control at 10 gigabit speeds.

Heading up the Extreme Networks modular switch family, the BlackDiamond 10808 and 12804C switches deliver highly-scalable solutions ideal for very large core applications. Both products support CLEAR-Flow instrumentation for high-performance engagement with critical applications. The BlackDiamond 8800 series switches offer an economical and versatile platform for core, aggregation, and edge roles in IP telephony networks. In small to mid-sized networks or in regional offices, the BlackDiamond 8800 series can serve as a robust, high-performance core platform. On large Enterprise campuses, the BlackDiamond 8800 series functions as a high-density, high-reliability edge switch with abundant power over Ethernet capacity. Taken together, the BlackDiamond family can eliminate the aggregation layer in many three-tier networks to deliver a two-tier that reduces complexity and saves money.

Solution Category
► Contact Center
► Infrastructure
► Infrastructure Management
► Integrated Security Appliance
► IP Office
► Managed Services
► Mobility
► Security
► Switch Administration/MAC
► Unified Communications
► Wireless

Primary Industries Served
► Banking
► Education – Higher & K-12
► Finance
► Government – Federal, State & Local,
► Health care
► Homeland Security
► Hospitality
► Insurance
► Legal
► Manufacturing
► Retail
► SMB
► Telecommunications
► Transportation
► Utilities

Member Presence
► APAC
► CALA
► EMEA
► NA

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Summit ® Fixed Configuration Switch Family

Extreme Networks also offers a comprehensive portfolio of fixed-configuration switches suitable for use in applications ranging from the edge to small cores. These switches support a rich set of features targeted at reducing operational costs – especially in IP telephony environments – and enhancing security.

The Summit ® X450 and X250 Series are the most advanced products in the Extreme Networks fixed-configuration family. Designed to deliver performance and security for highly-available converged applications, these popular ExtremeXOS-based switches combine Gigabit Ethernet with support for advanced handset discovery and auto-configuration protocols. The Summit X450e models feature powered 24- and 48-port versions with optional dual port 10 Gigabit uplinks. The Summit X250e come in 24- and 48-port versions with the 10/100 edge ports and can be supported in the same stacks as the Summit X450 switches. The Summit X450a models, also available in 24- and 48-port versions, are suitable for aggregation or small core applications. All Summit X450 and X250 Series switches feature advanced IPV6 routing, voice-class availability, and advanced security.

For more cost-sensitive buyers, the Summit 300 switches were designed to function as 10/100 Ethernet network edge devices connecting directly to endpoint devices, such as IP phones, softphones and PCs. The Summit PoE enabled switches also have uplink capability to larger switches, such as the BlackDiamond ® 10808 and 8800 series, and include EAPS support for high availability. The Summit 300 comes in 24- and 48-port versions.

Summit ® Wireless Mobility (WM) products

With the capability to support high-speed, cross-subnet roaming and sophisticated multicast support, Summit WM series switches can meet nearly any mobile voice or multimedia networking challenge. With capacities of up to 200 access points (APs) per switch, Summit WM series switches can scale to support the largest WLAN installations while providing centralized management for remote branch office installations.

Sentriant™ Security Solutions

The Sentriant™ product family delivers essential network security solutions for network access management, rapid threat detection and mitigation, and data privacy applications. Working with infrastructure products from Extreme Networks, the Sentriant product family is a great choice to extend reach, accelerate performance, and enhance availability.

Angleton Danbury Medical Center

An intelligent communications solution by Avaya and Extreme Networks

Angleton Danbury Medical Center (ADBC) is committed to promoting the well-being and health of the community and providing the Angleton, Texas community and surrounding areas with quality health care services. Angleton Danbury Medical Center is a showcase for the community with many of the latest innovative technologies and patients processes available.

Challenge

With new construction and future planned construction on the horizon, ADMC wanted a complete core-based infrastructure that could reliably provide the performance and stability that the environment required. It sought a solution to provide enhanced mobility for staff to support paperless patient intake while providing a valuable service to patients and their families. In a health care environment where access to information and speed of communication can determine a life or death situation, the new network didn't just have to deliver the management and maintenance simplicity IT staff needed, it also had to provide the resiliency and performance the new applications required.

Solution

ADMC relies on an Avaya IP Telephony Solution with Extreme Networks® BlackDiamond® series switches, which provide the foundation for the core and wireless network. With Extreme Networks' infrastructure IT can quickly created wireless VLANs for patients and visitors, while taking advantage of the additional security features built into the solution. The combination of Extreme Networks and Avaya solutions gives ADMC a solid, reliable and secure network communications foundation, which is positioned for growth and future innovations.

Results

- **Increased staff mobility.** Staff and doctors rely on PDAs for scheduling and communication, as well as wireless devices hanging around their necks for real-time communication regardless of location. Both productivity and responsiveness are a result of wireless mobility applications.

- **Improved patient care.** Wireless computers on wheels (COWs) enable paperless intake in the emergency department, reducing the time necessary to collect patient information and improving the staff's ability to care for the over 16,000 patients annually who are treated in emergency care.

- **Heightened security.** Security features including authentication, encryption, access and intrusion capabilities detect rogue access points and unauthorized peer-to-peer networks operating in the medical center. System managers can easily locate and eliminate problems quickly without network disruption.

- **IT staff efficiencies increased**. Extreme Networks EPICenter® provides this three person IT Team a visual of the network so that issues can be identified and addressed quickly to ensure patient care is on-going and uninterrupted.

- **Better network performance**. Since installing the new Extreme Networks infrastructure, ADMC has experienced better network performance throughout the facility as well as better communications for its staff – and both results directly affect patient care.

HP

HP focuses on simplifying technology experiences for all of its customers – from individual consumers to the largest businesses. With a portfolio that spans printing, personal computing, software, services and IT infrastructure, HP is among the world's largest IT companies, with revenue totaling $91.7 billion for the four fiscal quarters ended Oct. 31, 2006.

For more information, visit **www.hp.com/go/avaya** or contact
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The Avaya and HP Alliance

Avaya and HP help enterprises capitalize on the IP voice-data convergence with solutions that enable organizations to be more competitive, retain more customers and obtain greater business value from every communication. HP compliments Avaya's strengths in intelligent communications applications with state-of-the-art software, industry-standard servers, always-on infrastructure components, enterprise access devices, and end-to-end integration, management, and support expertise to provide enterprises with a clear path to embed advanced communications into the fabric of organizations. HP can integrate, manage and support a company's communications solutions into its data environment from the data center to the desktop. The HP and Avaya complete solution approach works with the company's team in every critical phase – from assessing needs to selecting solutions, from defining how best to unify communications to ensuring the best experience for both workers and customers, to implementing, managing and supporting the right solution for each company individually.

Unified Communications

⌘ Compliant with **SIP Enablement Services.**

Avaya and HP extend the value of Microsoft Office applications and create a "real-time" communications environment that helps bring reduced costs, improved employee productivity and increased strategic advantage leveraged through the IT infrastructure. HP delivers to Microsoft users Avaya's broad set of Unified Communications solutions to assist enterprises with the critical requirement to gain greater value and strategic differentiation from IT communications investments. Together Avaya and HP deliver a high level of unifying communications skills (including integration into existing data networks) with a broad set of communications solutions. In addition Avaya and HP together can build value upon the new unified communications environment within a company to show real ROI in a company's performance.

Solution Category
▶ Business Consulting
▶ Call Accounting
▶ Call/Contact Center
▶ Call Control/Routing
▶ Enterprise Application Integration
▶ Infrastructure
▶ Infrastructure Management
▶ IP Telephony
▶ Managed Services
▶ Messaging
▶ Multi-media Contact Center
▶ Multi-Vendor Integration
▶ Solution Architecture
▶ Unified Communications

Primary Industries Served
▶ Banking
▶ Finance
▶ Government – State & Local
▶ Insurance
▶ Manufacturing

Member Presence
▶ APAC
▶ CALA
▶ EMEA
▶ NA

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ProCurve Networking
HP Innovation

When it comes to Microsoft, HP has the largest and most experienced Microsoft-trained workforce in the world. HP Services offers the level of experience and knowledge needed to implement next-generation Microsoft technology and solutions quickly and effectively. The depth and breadth of HP's leadership is demonstrated by:

▸ More then 22,000 Microsoft-trained professionals.

▸ 14 million Exchange mailboxes and 10 million Windows seats deployed or under contract—with more than 1,500 projects managed each year.

▸ Of the 64 Microsoft Certified Architects in the world, nine are HP employees.

Communications Enabled Business Processes – A key place to cut costs today is not in technology – it's in reduction and elimination of human latency. Avaya and HP are teaming to integrate Avaya communications applications into business processes to make processes more efficient, speed decision making and create a more responsive organization. The solution leverages Avaya's communications enabled business processes technology combined with HP's expertise in business process consulting, supply chain optimization, business assessment, and SAP, Oracle and other integration experience.

Distributed Office – Companies with broadly distributed workforces are challenged to keep all worker productivity at comparable levels and to maintain consistent customer experience no matter the size or location of the company branch. HP and Avaya offer the Avaya Distributed Office and Avaya one-X Deskphone Value Edition for companies facing these challenges. HP's Technology Services organization delivers the implementation and installation of this solution and can embed this into other HP services as part of HP's expanded desktop support. In addition, there is tight linkage between the Avaya Distributed Office solution and HP's "Branch of the Future" solutions for retail banking.

Contact Center – Avaya and HP provide the latest call center capabilities while supporting expansion from voice-only interaction to multi-media communication and help ensure a smooth migration. Enterprises can create a seamless fit into an IT infrastructure through the latest advances in Service-Oriented Architecture, SIP and presence. The solution helps contact centers contribute tangible business returns through increased competitiveness, more consistent customer service, improved productivity, and increased value from every customer interaction.

Converged Network Management* – The HP Converged Network Management solution is a jointly developed integration between HP OpenView Network Node Manager Smart Plug-in for IP Telephony and the Avaya Integrated Management application. This approach makes it possible for customers to monitor and control network infrastructure and IP Telephony systems from a single console.

IBM

IBM strives to lead in the invention, development and manufacture of the industry's most advanced information technologies, including computer systems, software, storage systems and microelectronics. IBM adds value by integrating advanced technologies into solutions for customers, including services and consulting businesses worldwide.

For more information, visit **www.ibm.com** or contact Gail Wragg
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The Avaya and IBM Alliance

This alliance combines the e-business technology, software, hardware, business consulting and systems integration expertise of IBM with Avaya's expertise in embedding intelligent communications into business applications and processes.

Together, IBM and Avaya are packaging and delivering broad converged communication solutions to integrate back-office processes and customer intelligence with contact centers, branch offices, customer Internet channels and mobile workers, transforming disparate customer channels into a single integrated and flexible enterprise. The IBM and Avaya alliance packages contact center solutions, IP telephony, audio/web conferencing and unified communications solutions from Avaya with the web portal/self service platform (WebSphere), collaboration suite (Lotus), servers and consulting and integration services from IBM. Combined with IBM's broad IT solutions and vertical application experience, Avaya and IBM are able to deliver more comprehensive solutions than either could alone. The result is better customer relationships, increased opportunities for revenue generation, greater employee productivity and increased responsiveness.

Avaya and IBM Integrated IP Telephony
⌘ Compliant with **Avaya IP Telephony Solutions.**

IBM Global Technology Services (GTS) has established an IP Telephony migration practice based on implementing Avaya IP telephony solutions. This practice targets large enterprise customers and mid-size enterprise customers. IBM and Avaya IP telephony solutions offer a complete communications architecture that provides software, infrastructure and services to help enterprises stay nimble, reduce costs, lower risk and grow revenue. With a single point of accountability for convergence, these solutions help distributed and mobile enterprises worldwide capitalize on their skills and core competencies. These solutions provide the means for improving processes through business communications applications, including message networking, business process integration and unified communications. Enterprises can continue to maximize existing assets,

Solution Category
- ▶ 911
- ▶ Business Consulting
- ▶ Call/Contact Center
- ▶ Call Control/Routing
- ▶ Enterprise Application Integration
- ▶ Field Services
- ▶ Hosted Solutions
- ▶ Infrastructure
- ▶ Infrastructure Management
- ▶ IP Telephony
- ▶ Managed Services
- ▶ Messaging
- ▶ Mobility
- ▶ Multi-media Contact Center
- ▶ Multi-Vendor Integration
- ▶ Proactive Contact
- ▶ Project Management
- ▶ Screen Pop
- ▶ Speech Recognition
- ▶ Unified Communications
- ▶ Unified Messaging
- ▶ Voice Mail/Unified Messaging
- ▶ Voice Recognition

Primary Industries Served
- ▶ Banking
- ▶ Education
- ▶ Education – Higher
- ▶ Education – K-12
- ▶ Finance
- ▶ Government
- ▶ Government – State & Local
- ▶ Healthcare
- ▶ Hospitality
- ▶ Insurance
- ▶ Retail
- ▶ Telecommunications

Member Presence
- ▶ APAC
- ▶ CALA
- ▶ EMEA
- ▶ NA

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and maintain traditional analog/digital phones, while migrating to IP devices such as next-generation IP/PBX call processing servers.

Avaya Unified Communications Solutions for Lotus Sametime, Lotus Domino and Lotus Notes
⌘ Compliant with **Avaya Unified Communications Applications.**

IBM and Avaya unified communications solutions consist of Avaya IP telephony, conferencing, mobility and messaging applications, plus IBM hardware, software and services, including IBM System x servers; IBM Lotus Notes ®, IBM Sametime and IBM Lotus Domino ® software; and IBM Global Technology Services Integrated Communications Services. Avaya Meeting Exchange for IBM Lotus Sametime provides users added collaboration functionality, including click-to-call and multi-party click-to-conference capabilities to instant message contacts, email contacts and directory contacts from the Lotus Notes and Lotus Sametime. Meeting Exchange integrates with Sametime Web Conferencing to offer meeting participants a single, unified interface to both audio and Web conferencing. Mute noisy lines, see who is speaking and who has joined the call, disconnect participants or dial out to new participants. With the Avaya Unified Messenger solution, users can conveniently access voice messaging at their desktop via the same Lotus Notes client they use daily. They can quickly and effectively reply to a message, regardless of its origin, without having to switch to a different inbox or application. Users can also flexibly retrieve their email messages, directories, calendar and contacts by phone using text-to-speech conversion.

Avaya and IBM Integrated Contact Center Solutions
⌘ Compliant with **Avaya Interaction Center** and **Avaya Voice Portal.**

IBM Global Business Services (GBS) has established a CRM consulting services practice that includes solutions that contain Avaya Contact Center applications. Focused on contact center transformation, IBM GBS leverages the ability to use Avaya IP Contact Center solutions to help enterprises "flatten, consolidate and extend" customer service architecture and strategy to serve customers more effectively and more efficiently. IBM GBS and IBM GTS provide business consulting and systems integration services that can result in the implementation of Avaya solutions using the Avaya Customer Interaction Suite.

The integration of Avaya Contact Center solutions with IBM hardware and software components can include:

▸ Avaya Contact Center software can run on IBM eServers running AIX or Linux.

▸ Avaya Interaction Center AIC) can leverage customer intelligence from an IBM DB2 back-end database for routing decisions and screen pops.

▸ Customers running AIC 7.0 and greater, selecting to use the thin-client Web interface, are taking advantage of the WebSphere Application Server.

▸ Customers using the Avaya Voice Portal to implement self-service and speech self-service applications may utilize the WebSphere Voice Server and WebSphere Application Server for their speech engine and Services Oriented Architecture (SOA) application platform. An SOA based application platform allows businesses to leverage existing investments in infrastructure, applications, skill sets and to accelerate the development and deployment of speech-based self-service applications.

Endo Pharmaceuticals

An intelligent communications solution by Avaya and IBM

Endo Pharmaceuticals Inc. (Endo) was established in 1997 from a leveraged buyout of The DuPont Merck Pharmaceutical Company. Today, the company is headquartered in Chadds Ford, Pa., and specializes in branded and generic pharmaceuticals that are used primarily to treat and manage pain. Endo's research, development, sales and marketing efforts have produced a portfolio of established analgesic products, including Lidoderm,® Percocet,® Frova,® and DepoDur™. For more information, visit **www.endo.com**.

Challenge

In an attempt to keep its business as lean as possible, Endo had outsourced its sales force. In December 2003, however, the organization completed the internalization of its sales processes, which required it to more than double its headcount. As a result, Endo needed to quickly expand its communication infrastructure and improve the availability and efficiency of its current Microsoft Exchange email environment. The company found that it also needed to improve its telephone systems.

Solution

To develop and implement this new communication network, Endo turned to IBM Global Services–Integrated Technology Services (ITS). The team suggested that Endo consolidate its email systems and upgrade its messaging software with telephony and modular messaging solutions using Avaya.

Although the company had a long-term relationship with both IBM and Avaya, using Avaya hardware as well as IBM technologies and networking expertise, this project would be the first time Endo would be working with the two organizations in an integrated fashion. After successful assessments, IBM Global Services ITS performed system migration and software upgrade services for Endo. At the same time, IBM introduced a new IBM TotalStorage® DS4100 Storage Server into Endo's infrastructure. In addition to hosting saved Exchange messages, the storage server also acts as a repository for back-office SAP data.

With its email environment in place, Endo turned its attention to its phone systems. IBM expanded an existing Avaya Communications Server in one of Endo's facilities and installed another at a recently built Endo location. The team constructed a unified messaging platform using Avaya Modular Messaging, which would enable the company's sales force to receive distribution list messages via PC or telephone.

Results

▸ **Scalability.** For Endo's rapid growth, the ability to scale the solution to the need was and continues to be important.

▸ **Enhanced productivity and collaboration.** Robust messaging is critical to any organization, but to Endo's new sales force, it plays a vital role in productivity enhancements. The solution supports every employee worldwide, facilitating enterprise-wide collaboration.

▸ **Minimized training requirements.** By using popular and standard interfaces, Endo's training costs simplified migration.

"IBM and Avaya went above the call of duty by dealing with anomalies in a very solid, upfront way, providing the level of technology to make it successful, and offering the best people from both sides."

– Eric Bloom, Vice President of IT, Endo Pharmaceuticals

Interactive Northwest

Interactive Northwest (INI) software products and services address the complete life cycle of self-service applications associated with Avaya Interactive Response and Avaya Voice Portal. From solution design and project management, to interface development and test, to deployment, documentation, training and ongoing support, INI delivers customer satisfaction in self-service environments.

INI's differentiation lies in areas critical to the success of self-service systems: deep technical expertise in the underlying technologies of networking, operating systems, database integration and computer telephony; natural end-user dialog design that leads to a better experience for callers; and a disciplined, highly-tuned project management process that ensures successful solution implementation. INI utilizes leading edge tools such as Dialog Designer and standards including VXML 2.x and SIP, while focusing on the most appropriate technology to meet customer needs.

For more information, visit **www.interactivenw.com** or contact
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kauffmand@interactivenw.com

Offers

**Avaya Interactive Response and
Avaya Voice Portal Custom Solutions**
Custom application development and services for Avaya Interactive Response and Avaya Voice Portal working with the Avaya Communication Manager platform. Deliverables include the INI trademarked Project Life Cycle Process, which addresses customer business needs by focusing on service and client return on investment. With over 15 years of experience in developing world-class self-service applications, INI has provided solutions to over 1,000 companies with very high end-user acceptance ratings. INI's holistic approach includes expertise in all facets of self-service deployments – solutions consultation, project management, design, development, QA/test, deployment, and customer support – to ensure that satisfaction is the end result.

Custom Solutions
Consulting, professional services, and system integration associated with self-service applications used in conjunction with Avaya Communication Manager.

Solution Category
▶ Call/Contact Center
▶ Call Control/Routing
▶ Custom Application Development
▶ Speech Recognition
▶ Switch Administration/MAC

Primary Industries Served
▶ Banking
▶ Education – Higher
▶ Finance
▶ Government – Federal, State & Local
▶ Healthcare
▶ Insurance
▶ Utilities

Member Presence
▶ APAC
▶ CALA
▶ EMEA
▶ NA

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Winn Army Community Hospital

An intelligent communications solution by Avaya and Interactive Northwest

Winn Army Community Hospital (WACH) is located at Fort Stewart, Ga., and opened in 1983. The four-story facility was named after Brigadier General Dean F. Winn, a U.S. Army Medical Corps Orthopedic surgeon whose career spanned the years from 1914 to 1948. Winn commanded four Army hospitals during his distinctive career. For more information, visit **www.winn.amedd.army.mil**.

Challenge

WACH wanted to improve the communication services delivered to soldiers, retirees and their families. The hospital had been using an older self-service Interactive Voice Response (IVR) platform. Callers had difficulty distinguishing which department or location they needed for services, resulting in additional manpower needs of the hospital staff. The hospital was also looking for efficiencies in providing information to callers and call center staff. In addition, WACH was seeking automated call routing capabilities to connect patients to the right organization in the shortest time and with the least amount of effort; better responsiveness to messages by implementing an application that automatically returns calls at the appropriate time; enhanced automated access to information by providing an enhanced lab test results application; and shortened call durations and improve patient satisfaction by implementing "screen pops" of the Patient Record screens.

Solution

The converged solution implemented at WACH to address its business challenges combined Avaya Interactive Response, Application Enablement Services (AES) and Dialog Designer with INI's self-service solutions, including INI SureConnect™, INI CTInsight™ and Lab Test Results applications. INI SureConnect™ application provides callers the option of scheduling a callback rather than remaining on hold, providing efficiencies for the call center and convenience for callers. INI CTInsight™ application retrieves and routes records from the hospital database and delivers them to the call center agent's screen along with the call. INI Lab Test Results application delivers results quickly, 24/7, ensures privacy, and reduces the need for staff assistance to provide results.

Results

▶ **Shorter hold times.** Patients calling to make an appointment at the hospital or one of its clinics no longer have to remain on hold to keep their place in queue if the department they need to reach is busy. They can schedule a callback – either as soon as someone is available or at a specific time of day – without losing their place in line. Their call is handled in the same order it would have been had they remained on the phone.

▶ **Providing faster, more efficient call handling and access to information for patients and operators**. WACH is expanding its use of its Avaya Interactive Response system to deliver lab test results quickly and securely. Patients simply call in at their convenience, enter a personal lab ID number and have their test results read to them via text-to-speech technology. For those callers who need operator assistance, patient information is delivered to the operator's PC screen along with the call. Avaya contact center applications integrated with INI's CTInsight™ application retrieve and route records from the hospital database. As a result, calls can be handled more promptly and patients don't have to repeat information.

▶ **Using technology to improve customer service.** For quality control and staff training purposes, the hospital is now able to record calls and examine how well the calls are handled. That means improvements can be made over time in the service the hospital delivers. The new capability is based on IP telephony call recording software from Witness Actionable Solutions, a division of Verint Systems Inc.

▶ **Connecting calls to the right department.** The INI applications used by the hospital employ the latest speech recognition technology from Nuance Communications (NASDAQ: NUAN) to enable callers to use natural language commands to connect to the right department or clinic. As the application is fine-tuned for local speech patterns, it can ask simple questions and interact with Avaya IP telephony software to route calls based on the answers provided. If the system doesn't understand a response, it simply asks questions in order to clarify. Callers don't have to wait for an operator, and no human intervention is required.

Ixia

Ixia (NASDAQ: XXIA), operating in over 30 countries worldwide, is a leading provider of performance test systems for IP-based infrastructure and services. Ixia's test systems are used by network and telephony equipment manufacturers, semiconductor manufacturers, service providers, governments, and enterprises to validate the functionality and reliability of complex IP networks, devices, and applications.

Ixia's highly scalable solutions generate, capture, characterize, and emulate network and application traffic, establishing definitive performance and conformance metrics of network devices or systems under test. Ixia's Triple Play test systems address the growing need to test voice, video, and data services and network capability under real-world conditions. Ixia's test systems utilize a wide range of industry-standard interfaces, including Ethernet, SONET, ATM, and wireless connectivity, and are distinguished by performance, accuracy, reliability, and adaptability to the industry's constant evolution.

For more information, visit **www.ixiacom.com** or contact info@ixiacom.com

Offers
IxVoice
⌘ Compliant with **Avaya SIP Enablement Services.**

IxVoice is a comprehensive hardware and software test framework that provides unified VoIP and PSTN test solutions for the telecom/network equipment manufacturer, carrier and enterprise markets. With its cost-effective and scalable test libraries it addresses all major VoIP protocols: SIP, SCCP (Skinny), H.323, MGCP, H.248 (MEGACO) as well as TDM and analog telephony services. Functional, load and interoperability issues are easily determined using a unique drag and drop architecture for instant creation of test scenarios with pre-defined visual blocks. IxVoice automates the testing of networks and devices using a multi-interface, multi-technology approach while measuring and analyzing Quality of Voice and Quality of Fax.

Solution Category
▸ Infrastructure
▸ Infrastructure Management
▸ IP Telephony
▸ Quality Monitoring/Management

Primary Industries Served
▸ Government
▸ Manufacturing

Member Presence
▸ APAC
▸ EMEA
▸ NA

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JADS Comm

JADS Comm (JADS) is a leading communication system value-added application software provider across the Asia Pacific Region. JADS offers advanced value-added Internet Protocol (IP) communication solutions running on world-class multimedia telecom platforms for clients who require superior communication networks to power their businesses. Currently, its business coverage extends to China, Taiwan, and Thailand.

JADS specializes in IP communication, CTI, customer relationship management (CRM), and multi-service network infrastructure. The Avaya-certified service team provides a full range of services including planning, design, and installation. Together with Avaya, its customized communications solutions can meet the changing needs of clients and help leverage existing and new networks to profoundly reduce operational cost and improve business performance. JADS is currently devoted to developing value-added IP communication platforms to increase workforce productivity through integrating content into end-devices.

For more information, visit **www.jads.com.cn** or contact
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Offers
eCLIC
⌘ Compliant with **Avaya IP Telephones**.

eCLIC, Enterprise Class Intelligent Content services, is an intelligent content server that enables effective enterprise communication and productive collaboration. eCLIC's powerful interface easily integrates information from different content sources for presentation on Avaya IP Telephones. eCLIC services provide system integration ability such as data matching, digit analysis, ERP, and eFlow. It also integrates voice and data messages with the current communication system to improve communication. Best of all, it is bundled with an application editor to enable end-users to design their own tailored layouts without additional development costs. Product highlights include work-flow integration to facilitate easy collaboration, system integration service to optimize work progress, information display with intelligence via data-binding and data-analysis, easy-to-use, built-in application editor, centralized data query/collection, multi-vendor database compatibility, and multi-language support.

Currently, eCLIC services are available by bundling with ECEC, a software application package, to address general enterprise communication needs. Two versions, basic and deluxe, offer enterprises effective communication features such as Speed Dialer, eBulletin, Employee Profile, Instant Message, Attendance System, and more. Employees can easily communicate simply by pressing the function keys on the Avaya IP Telephones.

Solution Category
▸ Call/Contact Center
▸ Enterprise Application Integration

Member Presence
▸ APAC

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JADS COMM

Jebsen & Jessen Communications

Jebsen & Jessen Communications is an Avaya Regional GOLD Partner and a leading Internet Protocol (IP) telephony, customer relationship management (CRM) contact center, recording solutions and IP application provider in Southeast Asia. Partnering with world-class technology organizations, Jebsen & Jessen Communications helps businesses achieve communication goals, building on service excellence as the cornerstone of its success since its establishment in 1988. Today, it operates in five South East Asian markets as one of seven regional businesses under the Jebsen & Jessen Group of Companies.

For more information, visit **www.comms.jjsea.com** or contact
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Offers

Web Directory Assistant (WDA)
⌘ Compliant with **Avaya Application Enablement Services** and **Avaya IP Telephones**.

WDA is an office productivity tool that allows an operator or receptionist to search the staff directory via Intranet and perform basic telephony features on a computer workstation. Features include transferring, forwarding and making a call; real-time status of a telephone call is also reflected. WDA is developed in accordance with Avaya Application Enablement Services to provide computer telephony integration. WDA offers an extension to include personal phonebooks in addition to the company phone directory.

Enhanced Meet-Me Conference Reservation (EMMCR) is a software suite that works with the standard 6-party Meet-Me Conference. The EMMCR improves and provides a user-friendly administration front-end to end users for conference booking without assistance from a system administrator. EMMMC also allows end-users to book conferences in advance and will automatically send conference notifications/reminders to participants via email and SMS (to mobile and/or Avaya IP Telephones).

Call Center Service Level Indicator is a back-end application that queries information from an Avaya solution reflect the service level of all calls. Service level status is indicated via a set of traffic lights, and the benchmark for any service level status change can be configured. This application provides a customizable, quick and direct notification in monitoring service level for contact centers.

Solution Category
▶ Call/Contact Center

Primary Industries Served
▶ Banking
▶ Finance
▶ Government
▶ Healthcare
▶ Insurance

Member Presence
▶ APAC

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JEBSEN & JESSEN

Juniper Networks

Juniper Networks leads the industry in enabling secure, assured communications over a single IP network. Juniper Networks is revolutionizing the economics of global information exchange. Its purpose-built, high-performance IP platforms enable customers to support many different services and applications at scale. Service providers, enterprises, governments, and research and education institutions worldwide rely on the company to deliver products for building networks that are tailored to the individual needs of users, services, and applications. Juniper Networks focuses on customers who derive strategic value from their networks. These customers constantly face trade-offs in their efforts to deliver a secure and dependable experience for their users: Protecting their infrastructure in the face of increasingly sophisticated and frequent security attacks, versus providing open and flexible network services to users; Sophisticated intelligence at scale, versus superior performance; The flexibility and economics of the Internet, versus the security and reliability of private networks. Only Juniper Networks can deliver this secure, dependable infrastructure for customers with strategic networking requirements. A leader in innovation, the company has a solid track record of delivering best-in-class networking and security products to solve the industry's most difficult problems. Thousands of service providers (including the world's 25 largest), governments, and enterprise customers rely on Juniper Networks innovations and highly-scalable, reliable networking and security platforms to deliver the best user experience with the lowest total cost of operations.

All Juniper Networks Routing and Security offers are tested for compliancy with Avaya IP Telephony Solutions and supported by Avaya Global Services.

For more information, visit **www.juniper.net**
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Offers
Enterprise Routing

Juniper's Services Routers deliver the advanced JUNOS™ modular operating system in a hardware platform that is ideal for enterprises. The JUNOS™ software runs many functions independently to deliver high levels of security, uptime, and performance, with reduced operations effort. Juniper routers provide enterprises, government organizations, and research and education groups with a forward-looking platform to build converged IP and IP/MPLS infrastructures. The modular and coherent design of the Juniper Networks JUNOS™ operating system is fundamentally different from legacy routing systems. By running multiple functions in parallel on assigned processing resources, JUNOS™ software delivers high stability with the flexibility to enable advanced routing, QoS, security, and management policies with predictable performance. Juniper J4350 and J6350 routers provide up to Gigabit Ethernet performance for enterprise remote, branch and regional offices.

Solution Category
▶ Hosted Solutions
▶ Infrastructure
▶ Integrated Security Appliance
▶ Security

Primary Industries Served
▶ Banking
▶ Finance
▶ Government – Federal, State & Local
▶ Insurance
▶ Manufacturing

Member Presence
▶ APAC
▶ CALA
▶ EMEA
▶ NA

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Avaya Voice-Ready

The Juniper J4350 and J6350 routers also form the basis for joint Integrated Branch Communications solutions offered by Avaya. By embedding the Avaya IG550 Integrated Media Gateway with the J4350 and J6350 routers, enterprises can easily extend the power and functionality of Avaya Communication Manager software to remote branches, offering straightforward installation and integrated management capabilities plus business continuity options.

Security Solutions

Juniper Networks based its security architectures on multiple layers, where each layer reinforces the protection of the others, complementing each other with functionality and hiding defense mechanisms from view. Additionally, layered security supports interoperability with existing infrastructure, minimizing investment to only where and when needed.

The Foundation of Security – Firewall and IPSec VPN: Whether securing internal networks from the outside world, securely segmenting internal networks, or performing some combination of the two, Juniper's Integrated Firewall/IPSec VPN is a purpose-built, fully-integrated appliance and system providing network and application layer access control and security, including Application Layer Gateways [ALGs] that support H.323 and SIP protocols. Antivirus, anti-spam, and Web filtering capabilities round out the secure gateway functionality in certain products. Integrated, high-performance IPSec VPN support authenticates and encrypts communications between branch and remote locations. Some models have fully-integrated Intrusion Detection and Prevention technology for a comprehensive solution, managed by a policy-based central management system: NetScreen® Security Manager (NSM).

High Levels of Security – Intrusion Detection and Prevention: Juniper's IDP series provides zero-day protection against worms, Trojans, spyware, and other malware by identifying and stopping network and application-level attacks before these intrusions can enter the network. The IDP series provides detailed information on applications and services running on the network, and identifies rogues so these abnormalities can be addressed before they compromise security or cause other problems. This includes support for IP telephony protocol vulnerabilities such as SIP and MGCP.

Unified Access Control

Internally-connected PCs and devices that are either unmanaged or ill-managed pose a number of security issues. To fully mitigate threats and control access to the network and specific resources within it, the security framework must consider these endpoints and users. Unified Access Control from Juniper provides user identity management combined with endpoint intelligence for policy control and visibility throughout the network. The centrally located Unified Access Control platform adds intelligence by seamlessly integrating into an organization's existing LAN infrastructure without requiring switching upgrades or pre-installed client software.

Secure Remote Access – SSL VPN: Extending applications to remote users via the Internet enables wide reach at low cost, but the solution must be fully secure. Encrypted tunnels allow remote users to directly connect to the corporate network from their computer. SSL is the recommended VPN option because it supports browser-based encryption without special client software or remote equipment. Juniper's SSL VPN appliances combine VPN and endpoint security policy-setting, scanning, and enforcement into a single, clientless system for lowest TCO. Only Juniper's SSL platforms provide the most extensive set of open interfaces and tools for backend integration to both existing desktop compliance systems and user applications, including Web-based and traditional client interfaces. This enables Avaya IP Telephony functionality like Avaya Softphone or Avaya VPN telephones without requiring a VPN client installation on the end user desktop.

Application Acceleration: Several initiatives have become critical to IT's ability to improve economics while simultaneously increasing application performance and more tightly integrating distributed business processes. Juniper Networks WX and WXC application acceleration platforms benefit IT staff involved in key business initiatives.

Risk Metrics Group

An intelligent communications solution by Avaya and Juniper Networks

RiskMetrics Group (RMG) is a financial risk management firm that provides financial analytics and wealth management solutions to hundreds of financial institutions, corporations and central banks worldwide. Formerly a division of JP Morgan, RiskMetrics Group became an independent company in 1998. The company is headquartered in New York City, with 11 offices worldwide, including London, Tokyo and Singapore. For more information, visit **www.riskmetrics.com**.

Challenge

RiskMetrics wanted to connect the company's offices as a virtual enterprise for improved internal communications and collaboration, faster and more attentive client service, and enhanced disaster recovery plans that would keep the company's worldwide operations running in the event of an emergency.

Solution

RiskMetrics chose an Avaya IP Telephony Solution with Avaya MultiVantage® Communications Applications for improved business continuity and mobility. More than 300 RMG employees use the Avaya 4600 Series IP Telephones and more than 150 employees use Avaya IP Softphones for increased mobility, turning laptops into telephones wherever there's connectivity. Avaya Modular Messaging provides productivity enhancing functionality to all users. Juniper Networks firewall solutions ensure secure operations for RMG. With its headquarters located just four blocks from "Ground Zero" in New York City, RMG understands the value of a disaster recovery plan. The Avaya IP Telephony Solution gives RMG confidence that its disaster recovery plan can be executed successfully with Avaya survivable servers in multiple U.S. locations to provide back-up in the event of an outage in New York.

Results

▸ **Increased responsiveness with clients**. The Avaya IP Sofphone and Avaya Modular Messaging keep highly mobile staff members constantly "in touch" with their clients to provide very personalized, attentive support.

▸ **Superior customer support**. RMG now provides customer service 24x7 by directing incoming calls to four operations groups at locations around the world based on time of day.

▸ **Enhanced collaboration**. With the Avaya IP Telephony Solution, all RMG employees can simply dial four digits to be connected with each other for easier communication and collaboration. Avaya Modular Messaging provides centralized voice messaging to anyone on the network.

▸ **More agile, secure and reliable operations**. The redundant Avaya servers and gateways ensure business continuity in the event of a prolonged power outage or an emergency situation.

▸ **Flexibility and scalability for the future**. As RMG continues to grow and expand into other markets, the Avaya IP Telephony-based communications solution will grow with the company, maximizing the return on investment by enabling RMG to build on its existing communications infrastructure.

LiteScape Technologies

LiteScape Technologies develops enterprise software that enhances the value of IP Telephony by integrating business applications with real-time collaboration technologies. LiteScape extends interactive voice, text and image capabilities to Avaya IP Telephones and any IP device. Its portfolio of solutions include integration with leading collaboration technologies from Microsoft®, WebEx, IBM and Avaya; integration with multiple corporate directories simultaneously to provide enterprise wide directory search, dial, conference and broadcast capabilities; and secure profile management for multi-factor authentication through an Avaya IP Telephone. Through these capabilities, LiteScape has deployed several vertical-specific applications in retail (time card, IP phone kiosks, ad-casting), financial (broadcast, IP phone kiosks), legal (client matter tracking, account code billing), education (attendance, broadcast) and government (directory integration, secure profile management).

For more information, visit **www.litescape.co**m or contact
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Offers
On-Cast™
⌘ Compliant with **Avaya Communication Manager** and **Avaya IP Telephones**.

OnCast™ provides function-rich broadcasting directly from an Avaya IP Telephone. With the OnCast family of products, users can easily realize the full potential of convergence. Timely content in many formats can now be easily collected from a variety of sources, filtered for important detail and broadcast immediately or automatically, delivering the current, specific, and appropriate information.

Litescape Retail (Employee Self Service) enables associates to better serve customers while enhancing overall store productivity. LiteScape Retails connects to an IP network and displays important product and company data right on an Avaya IP Telephone screen. Through its self-service features, LiteScape Retail enables associates to perform everyday administrative tasks, such as clocking in and out. They can also access valuable company data, including schedules, bulletins, vacations, meetings, calendars, and more. Associates can even contact their benefits coordinator to discuss benefits or connect with their healthcare provider, all at the push of a button.

Solution Category
▸ Call Control/Routing
▸ Enterprise Application Integration
▸ Multi-vendor Integration
▸ Rapid Application Development
▸ Trading Turrets

Primary Industries Served
▸ Finance
▸ Government
▸ Legal
▸ Retail

Member Presence
▸ APAC
▸ EMEA
▸ NA

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LiteScape

A Leading Investment Bank
An intelligent communications solution by Avaya and Litescape

Challenge

In a financial world with rapid changes, financial institutions are constantly seeking better ways to deliver new information to their employees and customers. One particular challenge involves the daily dissemination of an investment bank's latest research and comments on the financial markets. Traditionally delivered through a combination of costly and cumbersome conference calls and email, the task of delivering real time and potentially market-moving information is a great challenge for any bank and has significant revenue implications. To be first to market with an investment call or strategy often times leads to a significant increase in revenues.

Solution

To more effectively disseminate pertinent financial information in a timely and efficient manner, this leading investment bank chose LiteScape OnCast™, in conjunction with an Avaya S8700 Media Server, to simultaneously broadcast the bank's latest financial research and news to almost 700 Avaya 4600 Series Telephones in two locations.

The LiteScape OnCast™ family of products allows users to realize the full potential of their investments in Avaya IP communications systems. With OnCast™, timely content in many formats can be easily collected from a variety of sources, filtered for important detail, and broadcast immediately or automatically, delivering the current, specific, and appropriate information to the people who need it most.

Avaya and LiteScape partnered with a systems integrator to provide this leading investment bank with a solution that allowed its research department to efficiently send a live voice broadcast each morning highlighting the firm's latest investment insights. At the end of each trading day, the department sends a second live voice broadcast summarizing the day's trading activity.

In addition to the research department, the IT group within this bank has also started to widely use OnCast's broadcast capabilities to send text and text-to-speech broadcasts to notify employees of system status, IT maintenance schedules, emergency response information, and other pertinent information that needs to be widely distributed to employees in real time.

Results

▸ **Competitive edge.** This leading investment bank can broadcast relevant information from dozens of sources to hundreds of professionals automatically.

▸ **Improved efficiency.** The bank's research department can broadcast messages to its traders without costly distribution, both in terms of labor and time.

▸ **Improved productivity.** Employee notifications are easily handled and the real-time capability of the broadcast eliminates lag time.
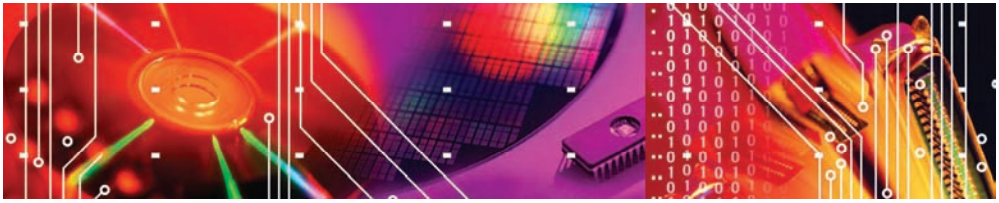
Microsoft

Founded in 1975, Microsoft (Nasdaq "MSFT") is the worldwide leader in software, services and solutions that help people and businesses realize their full potential.

Our Business

Microsoft is motivated and inspired every day by how customers use its software to find creative solutions to business problems, develop breakthrough ideas, and stay connected to what's most important to them.

Microsoft's three core business divisions offer the greatest potential to serve customers: the Platform Products and Services Division that includes the Client Group, the Server & Tools Group, and the Online Services Group; the Business Division that includes the Information Worker Group, the Microsoft Business Solutions Group, and the Unified Communications Group; and the Entertainment and Devices Division that includes Home & Entertainment and Mobile & Embedded Devices. Microsoft is committed long term to the mission of helping customers realize their full potential. Just as the company constantly updates and improves its products, it wants to continually evolve the company to be in the best position to accelerate new technologies as they emerge and to better serve its customers.

For more information, visit **www.microsoft.com** or contact
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425-722-4086
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Offers

Avaya provides a range of solutions that interoperate with the Microsoft platform across all market segments:

Small and Medium Business Solution
Microsoft Dynamics CRM with Avaya IP Office Solution

The Avaya IP Office Customer Management solution integrates the call routing and contact center capabilities of the Avaya IP Office with the database and reporting technology of the Microsoft® Dynamics ™ CRM (MS-CRM) application. When a call comes in, the Avaya IP Office sends information about the caller to the Microsoft application, which searches its database for any customer records linked to that incoming phone number. The IP Office Customer Management solution can also screen pop into Dynamics CRM based not only on Caller ID but also on customer input data when they have called in, like a customer account number or code. The customer records are routed along with the call and appear as a "screen pop" of information on the PC of the person handling the call. By delivering current records along with calls, the IP Office Customer Management solution makes it possible to efficiently access and update customer information and support consistent service for customer transactions. In addition, the call handler or agent can automatically create new activity records in the CRM application on receipt of the phone call. The ability to dial out of a customer record provides "intelligent" outbound calling capabilities to the sales and service representatives within an organization. As this solution combines Microsoft Dynamics CRM 3.0 and Avaya IP Office Compact Contact Center, it is a comprehensive contact center solution with call routing, reporting and productivity tools.

Solutions
▶ Call/Contact Center
▶ Mobility

Member Presence
▶ EMEA
▶ NA

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Microsoft®

Mid-Market Solution
Microsoft Dynamics CRM with Avaya Contact Center Express

Avaya Contact Center Express (CCE) provides a pre-built connector to Microsoft Dynamics ™CRM. It provides the ability to call contacts in your Contacts list on their business, home or mobile phone; call contacts in your accounts list on their main or other phone; and receive screen-pops with inbound calls. The Dynamics CRM connector is designed to provide screen pop and call dialing from MS-CRM web pages. Specifically, screen pop is based on the incoming contact phone number or account phone number, while three icons on the Dynamics contacts and accounts screens provide call dialing from the home phone number, business phone number and mobile phone number fields. The Microsoft Dynamics CRM connector's dial buttons automatically appear in the toolbar of all contact and account records.

Enterprise Solution
Microsoft Desktop Applications enabled with Avaya Softphone and Avaya Communication Manager

The Avaya IP Softphone makes it easy to place and receive phone calls from a PC or laptop, making it ideal for teleworking applications. It gives the user a choice of simple graphical user interfaces (GUIs) and integrates well with Microsoft desktop applications such as Microsoft Office Outlook® and Microsoft Internet Explorer®, enabling click-to-dial and screen pops. Additional options enable presence and call control integration between Microsoft Office Communicator ™and Avaya Communication Manager through Avaya IP Softphone and/or Avaya Application Enablement Services [AES].

Microsoft Office Outlook® with Avaya Modular Messaging Solution

Avaya Modular Messaging is a powerful IP- and standards-based voice and fax messaging platform designed for single- or multi-site global enterprises. Messages are accessible any time, anywhere from a wide array of access devices including telephones, fax machines, or PC graphical user interfaces. Unified messaging improves employee productivity by providing a single inbox for accessing all messages and helps reduce administrative costs through single message storage and combined administration for both voice mail and email. And it reduces the number of servers to manage. Avaya Modular Messaging supports a Unified desktop client through Microsoft Outlook providing unified PC desktop access to messages (voice, fax and email), enhancing productivity of associates by providing a single interface for accessing all messages.

Microsoft Office Exchange® with Avaya Unified Communication Center with Speech Access

Avaya Unified Communication Center lets mobile, remote and office workers easily access important communications tools and information via any telephone using simple and intuitive speech commands. Users can manage personal contacts, calendar and tasks including "Reach Me" capabilities with ability to screen incoming calls, and set reminders while mobile. This solution facilitates placing voice calls from any phone (via the corporate voice network) by speaking digits, using contacts from Microsoft Exchange, from the users' web contacts (either from Microsoft Exchange or IBM Lotus Notes®), or corporate LDAP directory. Returning calls is easy with the ability to call the sender of a voice mail, if automatic number identification is supplied, if he/she is part of the corporate LDAP directory or personal contacts. It can even call the sender of an email if they are part of the corporate LDAP directory or personal contacts. It can enable the creation of ad hoc conference calls, while maintaining access to voice mail, email, calendar and tasks. And it provides speech access to voice messages from Avaya Messaging systems, and email messages from Microsoft Exchange.

Microsoft Windows Mobile 5® with Avaya one-X™ Mobile Edition

Avaya one-X Mobile Edition is a family of client software for leading mobile smartphone platforms that transforms a user's mobile phone into his/her office desk phone. Avaya one-X Mobile Edition allows mobile employees to easily access powerful features of IP telephony software such as multi-party conference calling, call transfer, call coverage, abbreviated dialing and more. Avaya one-X Mobile Edition now supports Microsoft Windows Mobile 5 devices.

Blood Diagnostics

An intelligent communications solution by Avaya and Microsoft

Blood Diagnostics, Inc. (BDI) is an independent, wholesale distributor of plasma-derived pharmaceutical products. Founded on the principles of professional integrity, customer service and commitment to the plasma industry, BDI provides emergency 24/7 availability, unparalleled customer service, and extensive product knowledge. These principles and services define Blood Diagnostics' customer-centric approach to serving the nation's healthcare community. In addition to its headquarters location in Irmo, S.C., the company owns and operates two remote offices. The BDI location in San Diego, Calif. is a sales office. The Temecula, Calif. location is a distribution center. The company currently employs approximately 40 people. For more information, visit **www.blooddiagnostics.com**.

Challenge

BDI needed to replace an aging 3Com analog telephone system at its Irmo headquarters location with a solution that would also support its remote offices in San Diego and Temecula. BDI wanted a solution that would network the three locations and provide more cost-efficient and easier inter-company communications. In short, the company wanted a new communications system that would function as if everyone was working at the same location. BDI also wanted to prepare each location to gradually transition to IP telephony.

Solution

BDI evaluated a number of solutions before narrowing the choice to a Cisco or an Avaya system. The company ultimately selected the Avaya IP Office Solution because it has the flexibility to interface with both the analog phone system in place in Irmo and the IP phones in San Diego and Temecula. The hybrid functionality of the Avaya IP Office system also allowed BDI to make a gradual migration to IP telephony without having to install an entirely new voice and data network. BDI also found the Avaya IP Office to be extremely cost-competitive against other vendors' products.

Results

▸ **Communications consistency.** The seamless integration between the existing analog phone system, the Avaya IP Office Solution and the Microsoft Dynamics® CRM allows the company to function as one operation while serving customers from multiple locations.

▸ **Cost savings.** Now BDI can run all of its inter-company long distance calls between its sites in California and South Carolina over IP and avoid costly toll charges.

▸ **Enhanced collaboration.** And with three-digit dialing between locations, employees can also easily contact each other as if their colleague was across the floor instead of across the country.

▸ **Scalability.** Given its tremendous growth over the past few years, BDI is also considering a move to a larger headquarters as well as opening more distribution points around the country. The company expects to add more offices and more digital telephones, while adding additional IP phones as needed to their remote locations. The Avaya solution's flexibility will allow BDI to add those telephones and additional lines quickly and easily.

▸ **Improved management options.** The integrated Avaya and Microsoft Dynamics® CRM solution can generate detailed reports, making tracking and monitoring — on a real-time and monthly basis — a simple operation.

NETGEAR

NETGEAR provides reliable, high-performance business-class switches, wireless, security and software products that are designed for a variety of environments, providing wired and wireless connectivity within remote and branch offices, telecommuters and the remote mobile workforce. NETGEAR's complete line of award-winning, value-based networking products includes everything from switches at the core of the network to routers at the edge, enabling users to share Internet access, peripherals, files, digital multimedia content and media-rich applications among multiple computers and other Internet-enabled devices. Backed by a lifetime warranty, NETGEAR ProSafe products offer businesses reliable, easy to use networking products.

For more information, visit **www.netgear.com**
or contact
Sales 408-907-8000
Sales@Netgear.com

Offers

⌘ Compliant with **Avaya Quick Edition and Avaya IP Office Solution.**

Initially, NETGEAR and Avaya are working together to define, test, and market a defined VoIP solution for a sub-20 seat office. Creating marketing materials and support procedures to ensure proper reseller engagement and end customer experience, both companies are working together to market the Avaya Quick Edition along with NETGEAR PoE Switches and VPN Firewalls. NETGEAR and Avaya will also be compliant testing NETGEAR PoE switches for use with other Avaya solutions.

Solution Category
▸ Infrastructure
▸ Security
▸ Telecommuting

Primary Industries Served
▸ Banking
▸ Education
▸ Education – Higher
▸ Education – K-12
▸ Finance
▸ Government
▸ Government – State & Local
▸ Healthcare
▸ Hospitality
▸ Insurance
▸ Legal
▸ Manufacturing
▸ Retail
▸ Telecommunications
▸ Transportation
▸ Utilities

Member Presence
▸ APAC
▸ CALA
▸ EMEA
▸ NA

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NETGEAR ®
Connect with Innovation ™

NovaLink GmbH

Founded in 1996, NovaLink GmbH develops Computer Telephony Integration (CTI) products for both the communications industry and service sectors. These CTI solutions support all common systems and interfaces. With over 10 years of experience, NovaLink's CTI products are proven in the market. More than 1000 projects have been implemented, from standard to customized solutions. Customers and partners benefit from the extensive know-how and experience of this dynamic company.

For more information, visit **www.novalink.ch** or contact
NovaLink GmbH
+41 (0)52 762 66 66
info@novalink.ch

Offers

NovaAlert/MACS
⌘ Compliant with **Avaya Communication Manager**.

NovaAlert/MACS is an alerting, messaging and information server, which communicates with various systems over a wide range of interfaces.

NovaConf
⌘ Compliant with **Avaya Communication Manager**.

NovaConf is a conference system with several options: Dial In, Dial Out, Ad Hoc. A link to Microsoft Outlook is available.

NovaMail
⌘ Compliant with **Avaya Communication Manager**.

NovaMail is a unified messaging system (voice mail, email, fax) with special functionality for the health care and hospitality sectors. A large, interactive Voice Response System IVR is also included.

NovaTax
⌘ Compliant with **Avaya Communication Manager** and **Avaya IP Office Solution**.

NovaTax is an invoicing system, allowing both the automatic production of accounts and the calculation of statistics.

Solution Category
- ▶ Billing
- ▶ Call Accounting
- ▶ Messaging
- ▶ Mobility
- ▶ Security
- ▶ Unified Messaging
- ▶ Voice Mail/Unified Messaging

Primary Industries Served
- ▶ Banking
- ▶ Government
- ▶ Government – Federal
- ▶ Government – State & Local
- ▶ Healthcare
- ▶ Hospitality
- ▶ Insurance
- ▶ Manufacturing
- ▶ Telecommunications
- ▶ Transportation
- ▶ Utilities

Member Presence
- ▶ EMEA

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NovaLink
Unified Communications

VP Bank Group
An intelligent communications solution by Avaya and NovaLink

One of the largest banks in Liechtenstein, VP Bank Group has more than 600 employees and draws customers from over 60 countries. With customer assets of CHF 35.5 billion, and a Standard & Poor's rating of A, VP Bank focuses on private banking. In 1956, VP Bank founded its head office in Vaduz, Switzerland. Since then, it has opened subsidiary offices in Luxembourg, Zurich and elsewhere, as well as having representative located in offices around the world. For more information, visit **www.vpbank.com**.

Challenge

VP Bank Group had been looking for a system that would fulfill all of its requirements in the areas of alarms, evacuation, unified messaging, call reporting and system redundancy. The system also needed to feature a high level of availability while being easy-to-use and maintain. Other requirements addressed certified interfaces, long lifespan and cost/use relationships. VP Bank also wanted the capability to notify customers and employees regarding all important bank transactions (share prices, etc.)

Solution

VP Bank Group chose a solution that combined Avaya expertise – particularly in planning and installation – with NovaLink's NovaAlert, NovaConf, NovaMail and NovaTax products. NovaAlert is an alerting, messaging and information server that communicates with various systems over a wide range of interfaces. NovaConf is a conference system with several options: Dial In, Dial Out, Ad Hoc. A link to Microsoft Outlook is available. NovaMail is a unified messaging system (voice mail, email, fax) with special functionality for the health care and hospitality sectors. A large, interactive Voice Response System (IVR) is also included. NovaTax is an invoicing system, allowing both the automatic production of accounts and the calculation of statistics.

Results

- ▸ **Centralized platform.** What sets the solution apart is its central platform, which deals with all varieties of events, as well as the central processing and allocation of the platform. These include, in the widest sense, critical events and information, such as fire alarms, burglary alarms or evacuation orders. Also included are information and messages, such as stock movements/stock prices, which can cause considerable financial loss if they do not reach the recipient within the shortest possible time.

- ▸ **Maximum speed and greatest possible reliability.** The platform also handles all alarms that are "down," such as errors or systems. In this case, the greatest possible availability is also required. When the IT systems are down in the banking sector, the cost of minutes can soon run into millions. Maximum speed and the greatest possible reliability play a central role here as well.

- ▸ **Diverse notification mediums.** Notifications can take the form of any medium imaginable, such as voice-based telephone calls (also with the help of synthesized speech/text-to-speech), short message service (SMS), pager calls, email, DECT-paging, wireless local area network (WLAN) and workstation pop-ups.

- ▸ **Enhanced call reporting**. Call reporting, in all its forms, has also taken up a central role in the banking sector. It is often necessary to give detailed information within the shortest possible time over a managed telephone call, since a deal worth millions can be at stake.

- ▸ **Ability to prioritize based on alert levels.** Last but not least, the entire platform is employed due to its efficiency and its ability to prioritize on the alert level for generic communication methods such as standard voice mail, Automated Attendant, Interactive Voice Response (IVR) and the sending of SMS and pager messages, as well as many other communication methods.

Ontira Communications

Ontira Communications empowers transit operators with solutions that enhance customer communications. Providing Automated Traveler Information Systems (ATIS) technology since 1984, Ontira has earned a reputation for reliable and user-friendly multimedia applications and superior customer service. Ontira's information solutions enable transit users across North America and Australia to access traveler information via telephone, Internet, kiosk, fax, wireless technology and digital signage. Ontira is a subsidiary of TranSched Systems Ltd.

For more information, visit **www.ontira.com** or contact
Gerald Bachmayer
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Offers

Ontira's iEngine IVR Suite

⌘ Compliant with **Avaya Interactive Response**, **Avaya Softphone**, **Avaya IP Telephones** and **Avaya Media Gateway**.

Ontira's iEngine IVR Suite integrates with the Avaya Interactive Response (IR) platform to deliver sophisticated speech-enabled services at a lower cost for public transit or demand response transit service providers. The IVR Suite includes BusLine, HandyLine and MessageCenter – Ontira's premier IVR solutions.

Solution Category
▸ Messaging
▸ Proactive Contact
▸ Speech Recognition
▸ Voice Recognition

Primary Industries Served
▸ Transportation

Member Presence
▸ NA

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Ontira®
Communications Inc.

PROGNOSIS (Integrated Research)

Integrated Research (the people behind PROGNOSIS) develops and distributes performance monitoring and diagnostics software for business-critical IT infrastructures. Prognosis IP Telephony Manager enables large enterprise customers and managed service providers to optimize call quality and service reliability. Integrated Research has won many industry and government awards over its 19-year history. Its success is measured by the satisfaction of its clients in more than 50 countries, including the world's largest bank, stock exchange, airline manufacturer, telecommunications company and Internet service provider. PROGNOSIS is sold and supported through Integrated Research offices, resellers, and managed service providers. Integrated Research's corporate headquarters is located in Sydney, Australia. Offices can also be found in the U.K., Germany and the U.S.

For more information, visit **www.prognosis.com** or contact
John Dunne
+61 (0)2 9921 1534
john.dunne@prognosis.com

Offers

Prognosis IP Telephony Manager
⌘ Compliant with **Avaya Communication Manager**, **Avaya Servers**, **Avaya Media Gateways** and **Avaya Telephones**.

PROGNOSIS IP Telephony Manager is a specialized management tool that provides proactive monitoring across Avaya and other major IP-PBX vendor platforms—offering support personnel a unified view across all their disparate IP telephony environments.

For Avaya environments, PROGNOSIS software greatly simplifies the task of managing large deployments, offering the capabilities to:

▸ Troubleshoot, diagnose and optimize voice quality.

▸ Gain deep visibility into the state of key system components for fault rectification, performance monitoring and capacity planning.

▸ Manage multiple vendor telephony environments through a single, unified view.

▸ Monitor across large enterprise and managed service provider deployments.

PROGNOSIS is quick and easy to install, providing the most frequently used alerts, displays and reports out of the box. All these aspects of PROGNOSIS can also be customized, giving users total flexibility, such as the capacity to measure and track their unique service levels. The ideal solution for global enterprises and large MSPs, PROGNOSIS provides support personnel with a unified view across all their disparate IP telephony environments. This eliminates the need to procure and maintain multiple tools and reduces the time and expense involved in training staff to use a variety of management solutions.

PROGNOSIS enables support personnel to:

▸ **Reduce trouble tickets:** A real-time view of voice quality and service delivery status provides pre-emptive insight into the critical factors that can cause problems.

▸ **Optimize resource utilization:** The ability to correlate configuration and resource utilization ensures the reliability and efficient use of media servers, trunks and gateways.

▸ **Reduce operating costs:** Predicting the possibility of problematic network hops or over-utilized channels prevents outages that have a material impact on expenses.

Solution Category
▸ Call/Contact Center – IP Telephony

Primary Industries Served
▸ Banking
▸ Finance
▸ Government
▸ Healthcare
▸ Insurance

Member Presence
▸ APAC (Primary Region)
▸ NAR
▸ EMEA

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Quescom

QuesCom is a European company founded in 1999 to provide enhanced telephony solutions focusing on fixed mobile convergence for enterprises and service providers, and is a leading player in VoIP-mobile convergence and telecommunications application solutions. Natively ready for VoIP, QuesCom solutions leverage the current telecommunication system.

QuesCom gateways allow companies to realize up to 50 percent savings on telephone bills and benefit from a range of value-added services like mobility and fax designed to increase efficiency in corporate communications (one number, mobile extension, e-fax, unified messaging system).

For more information, visit **www.quescom.com** or contact
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Offers

QuesCom 400 GSM Gateway

⌘ Compliant with **Avaya Call Management System, Avaya CallMaster® VI Telephones, Avaya Communication Manager, Avaya Contact Center Express, Avaya EXPERT Systems**SM **Diagnostic Tools, Avaya Hosted Solutions Avaya Infrastructure, Avaya Interaction Center, Avaya Interactive Response, Avaya IP Office, Avaya Softphone, Avaya IP Telephones, Avaya Media Gateway, Avaya Meeting Exchange ® Conferencing Solution, Avaya Merlin Magix® Integrated System, Avaya Modular Messaging, Avaya PARTNER® Advanced Communications System, Avaya Proactive, Avaya SIP Enablement Services, Avaya Unified Communication Center** and **Avaya Wireless Solution**.

The QuesCom 400 GSM gateway provides immediate return on investment on an IP telephony deployment, allowing cost-savings of up to 90 percent for GSM calls. The gateway connects Avaya Communication Manager or Avaya IP Office directly with the public network, avoiding the need to route calls to cell phones over the standard landline. When used in conjunction with Avaya mobility solutions, it can significantly enhance the ability to contact mobile members of staff.

Solution Category
▸ Infrastructure
▸ Mobility
▸ Telecommuting

Primary Industries Served
▸ Banking
▸ Finance
▸ Government
▸ Insurance
▸ Manufacturing
▸ Retail
▸ Telecommunications
▸ Transportation
▸ Utilities

Member Presence
▸ EMEA

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Each QuesCom 400 IP/GSM gateway can provide from two to 12 GSM channels (gateways are stackable to achieve 60 GSM channels) and supports G.711, G.723.1, G.729a and GSM codes to cover all possible cases. It is both SIP and H.323 compliant.

QuesCom

Radiance Communications Pte

Radiance – a joint venture between Keppel T&T and SingTel – is the voice and data converged market leader in providing VoIP and data services, IP PBX, PBX, CRM, CTI and IVR integration; customized IP telephony and contact center applications; mobility and wireless solutions; and unified communications solutions both in Singapore and the Asia Pacific region.

Today, the company provides seamless operational support across Singapore, China, Malaysia, Brunei, Philippines, Hong Kong, Taiwan, Indonesia and Korea. With a clientele that covers every major industry, whether MNC, local conglomerates, SMEs, branch offices and carrier business, the Radiance vision is to be the choice communications solutions provider in the region.

For more information, visit **www.radiancecomms.com** or contact
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kiat.ho@radiancecomms.com

Offers
8+ Content
⌘ Compliant with **Avaya IP Telephones**.

In the present society, information is an important asset; efficiency in transacting services is critical too. Well, time means money. Phone is no longer a phone anymore. On the IP Phone, you could do so much more! Watch out for a brand new channel in receiving and transacting information and service – no matter static or dynamic content, delivered to your IP Phone browser all at the fingertips.

8+ Optimization
⌘ Compliant with **Avaya Communication Manager**.

8+ Optimisation helps the end user to optimize the PBX features. Radiance has developed 8+ Meet-Me Conference Scheduler and 8+ System Admin Module – a customised Web-based booking system that allows administrators and end users to login with a personal user-ID and password to book a conference session.

Solution Category
▶ Custom Applications Development
▶ Enterprise Application Integration
▶ Multi-Vendor Integration
▶ Screen Pop
▶ Solution Architecture

Primary Industries Served
▶ Banking
▶ Education
▶ Finance
▶ Government
▶ Healthcare
▶ Homeland Security
▶ Hospitality
▶ Insurance
▶ Legal
▶ Manufacturing
▶ Retail
▶ Telecommunications
▶ Transportation
▶ Utilities

Member Presence
▶ APAC

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Radiance
Communications
A Keppel T&T - SingTel JV

Salesforce.com

Salesforce.com is the worldwide leader in on-demand customer relationship management (CRM) services. More companies trust proprietary customer, sales, and case data to salesforce.com than any other CRM company in the world. More than 600,000 subscribers at over 32,000 companies worldwide depend on Salesforce to manage sales, marketing, and customer service organizations.

For more information, visit **www.salesforce.com** or contact
Herve Danzelaud
650-653-4597

Offers
Salesforce Service and Support
⌘ Compliant with **Avaya Communication Manager**, **Avaya IP Office Solution**, **Avaya Interaction Center**, **Avaya Softphone**, and **Avaya IP Telephones**.

Salesforce Service and Support is the customer service solution from Salesforce.com. Using Salesforce Service and Support, customers can create a comprehensive, fully integrated virtual contact center to support a wide range of customer interactions that occur through voice, email, and in-person interactions.

Salesforce.com's Call Center Edition seamlessly integrates Salesforce Service and Support with Avaya Communication Manager and Avaya IP Office. With the combined power of CTI and the Salesforce Desktop Console, salesforce.com delivers unlimited productivity to telesales and customer service organizations.

Call Center Edition features include:

▶ **Fully integrated softphone.** Screen pops based on ANI or IVR and click-to-dial can appear throughout Salesforce. The softphone facilitates hoteling, virtual contact centers, and remote agents around the globe.

▶ **Configurable softphone layouts.** Customize the softphone layouts and assign to profiles for a tailored agent experience. Define which objects are available, which data to show, and which functions to allow.

▶ **Automatic call logging.** With Call Center Edition, Salesforce also includes integrated call logging with notes and automatic call times directly associated to multiple Salesforce objects.

▶ **Screen pop any record.** Contacts, cases, leads, or even custom objects can be screen popped to gain efficiencies in any business process including customer service, telemarketing, and telesales.

Solution Category
▶ Call/Contact Center
▶ Call Control/Routing
▶ Custom Applications Development
▶ Data Reporting/Warehousing
▶ Enterprise Application Integration
▶ Field Services
▶ Help Desk
▶ Hosted Solutions
▶ Managed Services
▶ Multi-media Contact Center
▶ Multi-Vendor Integration
▶ Screen Pop
▶ Telecommuting
▶ Test & Monitoring
▶ Trading Turrets

Primary Industries Served
▶ Banking
▶ Finance
▶ Healthcare
▶ Hospitality
▶ Insurance
▶ Manufacturing
▶ Retail
▶ Telecommunications
▶ Transportation

Member Presence
▶ APAC
▶ CALA
▶ EMEA
▶ NA

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salesforce.com®
Success On Demand.™

SDC Solutions

SDC Solutions is a leading provider of mission-critical communications solutions. Through a robust suite of products, including IntelliDESK® PC-based Console, IntelliSPEECH® Intelligent Virtual Agent, WebSERVICES Web-based Directory, IPSERVICES IP-based Directory, and Event and Emergency Notification, SDC integrates industry-standard technologies to provide easy access to centralized directory knowledge. SDC products can be used together as part of a Total Call Handling Solution, or individually based on a customer's needs. Ultimately, SDC helps customers streamline communications to increase productivity, improve customer service and reduce costs.

For more information, visit **www.sdcsolutions.com** or contact
Detta Donoghue
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ddonoghue@sdcsolutions.com

Offers

IntelliDESK® PC-based Console
⌘ Compliant with **Avaya Communication Manager**.

IntelliDESK® is a PC-based console that accesses the SDC Comprehensive Database, thereby providing operators with a comprehensive directory with single keystroke access to client and personnel status and information. IntelliDESK allows operators to expedite incoming calls faster and with greater confidence and accuracy.

IntelliSPEECH® Intelligent Virtual Agent
⌘ Compliant with **Avaya Communication Manager**.

IntelliSPEECH® is a speech-based auto attendant that provides natural interaction with the SDC Comprehensive Database using the spoken word. IntelliSPEECH allows callers to connect their own calls, initiate a page or access information by stating a command rather than using operator assistance or confusing touchtone menus. Used as a virtual employee, IntelliSPEECH eliminates up to 80 percent of routine calls.

WebSERVICES Web-based Directory
WebSERVICES is a comprehensive, Web-based tool that allows your employees to access information housed in your SDC Comprehensive Database without operator assistance. WebSERVICES provides your staff with greater autonomy in conducting communications and allows your operators to spend more time administering to customers' needs.

IPSERVICES IP-based Directory
⌘ Compliant with **Avaya IP Telephones**

IPServices empowers employees by allowing them to access the SDC Comprehensive Database directly from an IP display phone. Each directory search provides status, title, department, extension and pager or messaging device. Additional information can be provided according to your organization's specific needs.

Solution Category
▸ Attendant Console
▸ Workforce Management

Primary Industries Served
▸ Education – Higher
▸ Healthcare
▸ Hospitality

Member Presence
▸ APAC
▸ NA

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Multi-site Facilities Health Care Organization
An intelligent communications solution by Avaya and SDC Solutions

A world class health care organization located in New Jersey consists of three hospitals and one administrative site. It currently services three million residents of eight northern and central New Jersey counties for their health care needs. The organization's goal was to provide 24/7 service for each of its locations and further elevate its standard of customer service to the next level.

Challenge

A world class health care facility was looking to consolidate call handling for three separate hospitals using a PC-based console solution. The solution had to allow for centralized attendant service and provide operators with access to on-call schedules and paging. The health care facility also wanted to implement a speech-based auto attendant to provide 24x7x365 directory service. The system had to be updated automatically using HL7 and have the capability of replication, thereby allowing each site to process calls for each other. Finally, the system needed to provide Web access to both directory information and on-call schedules and allow for departmental administration of on-call scheduling.

Solution

Since implementing IntelliDESK PC-based Console to process calls at the operators' stations, operators are able to answer and direct incoming calls, page staff and physicians, provide physician messaging services, access the most updated on-call schedules, and launch emergency procedures directly from the IntelliDESK programmable keyboard.

Meanwhile, a significant number of calls have been offloaded by the IntelliSPEEH Virtual Agent allowing operators to focus on callers who need additional service. Currently, IntelliSPEECH is directing an average of 30,000 calls per week.

Finally, WebSERVICES is providing physicians and staff easy access to the important information housed in the directory, including critical on-call schedules. Users can page directly from a directory entry, further streamlining communications

The SDC implementation was designed, delivered and installed in a manner that would allow this organization to transition to an IP environment. The health care facility's ability to leverage its investment allowed the organization to achieve its immediate goals, while at the same time positioning the health care facility for future IP deployments

Results

Currently, IntelliSPEECH is processing an average of 30,000 calls per week for all four sites (three hospitals and an administrative site) with a transaction completion rate above 95 percent. Since installation, operators now have more time to concentrate on providing a higher quality of service to patients, staff and physicians alike. Time spent administering to database changes and on-call scheduling updates has been significantly reduced and the accuracy with which staff are able to reach on-call physicians has increased dramatically.

▸ Increases confidence by enabling operators to efficiently and knowledgably help patients, staff and physicians.

▸ Ensures accuracy of directory information with automatic database updating.

▸ Increases the speed of call and message delivery with single keystroke access to, directory, telephony and paging functions.

▸ Increases patient safety and physician satisfaction with direct access to the most updated on-call schedules.

▸ Provides easy access to important directories and direct paging and emailing via the web for physicians and staff.

▸ Delivers flexibility with the ability to segment directory view for patients, employees and physicians.

▸ Enhances customer service by offloads internal and external calls to the operator by up to 80 percent.

▸ Increased mobility of communications by allowing users to access the directory using any phone or web-enabled device.

Softel Communications

Softel Communications has a diversified client base that includes internationally-recognized FORTUNE 500 companies and various levels of federal, state and municipal governments with contact centers that are strategic and often mission-critical to these organizations.

By developing the applications and application programming interfaces required, Softel's software experts enhance the functionality of communications systems and allow the end-users to achieve the full benefits of technology investments. Softel offers comprehensive professional services for the application development, deployment and optimization of VoIP, Advanced Speech Recognition and multi-channel contact center solutions. Softel solutions create significant competitive advantage and are fully interoperational with all major manufacturers' platforms. The expertise of the Softel team is combined with a dedication to service, from pre-sales consulting to post-implementation support, and the objectivity of manufacturer independence.

For more information, visit **www.softel.com** or contact
John Cognata
877-4-SOFTEL
jcognata@softel.com

Offers
Avaya Interactive Response Custom Solutions
Softel offers consulting, professional services, and system integration for Avaya Interactive Response.

Solution Category
▶ Call/Contact Center
▶ Custom Application Development
▶ Multi-media Contact Center

Primary Industries Served
▶ Banking
▶ Finance
▶ Healthcare

Member Presence
▶ APAC
▶ CALA
▶ EMEA
▶ NA

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Talisma

Talisma is the leading provider of Customer Interaction Management (CIM) solutions that allow businesses to deliver an exceptional customer experience.

Talisma's CIM solution integrates Web self-service, email response management, live chat, VoIP, phone, and campaign management with a cohesive CIM Hub, comprehensive analytics, and a system-wide knowledge base. Talisma Knowledgebase streamlines the entire documentation process for companies to share information with employees, customers, and partners. The flexible, self-learning knowledge base captures and presents current, relevant information to customers in a Web self-service mode, and to agents through a flexible portal within the single screen agent interface.

Incorporated in 1999, Talisma is based in Bellevue, Wash., with offices located across Asia, Australia, Europe, and North America.

For more information, visit **www.talisma.com** or contact
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+44 (0)1753 834562
craigg@talisma.com

Offers
Talisma CIM
⌘ Compliant with **Avaya Communication Manager** and **Avaya IP Telephones**.

Talisma Knowledgebase
Create, organize, and distribute common responses and other content to audiences through numerous methods across self and assisted service channels. Talisma Knowledgebase enhances article life cycle administration, coordinates article ratings and relevance, and gives management powerful metrics and reporting tools.

▸ **Provide customers with immediate answers.** Give customers immediate, 24x7 access to critical information. Through a self-service portal view, customers can find answers using powerful search methods, FAQ's, forums, and more.

▸ **Improve support staff effectiveness.** Customer service and support staff can access the knowledge base, allowing them to reduce customer handling time and improve first contact resolution rates.

▸ **Reduce phone and email volumes.** Reduce phone and email volume by giving customers information and self-help online.

▸ **Execute up-sell and cross-sell programs.** Market and manage promotional campaigns related to product or service searches within the knowledge base.

▸ **Gain customer insight.** Learn about customer needs and preferences and understand how to improve content and processes through in-depth reporting capabilities.

▸ **Update and share information.** Encourage employees to contribute content to the knowledge base.

Solution Category
▸ Call/Contact Center

Primary Industries Served
▸ Banking
▸ Finance
▸ Education
▸ Healthcare
▸ Insurance
▸ Travel
▸ Legal
▸ Hospitality
▸ Manufacturing
▸ Media
▸ Retail

Member Presence
▸ APAC
▸ NAR
▸ EMEA

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TALISMA®

Teledex

Now in its third decade, Teledex has shipped over nine million guestroom telephones to over 125 countries, and is the preferred supplier of guestroom telephones to all major global hotel chains, as well as a number of other multinational corporations. Teledex's award-winning ExpressNet® solutions deliver reliable, high performance high-speed Internet solutions at very affordable costs. Teledex's innovative iPhone VoIP solutions put cutting-edge VoIP features within the reach of any hotel, anywhere.

For more information, visit **www.teledex.com** or contact
Laura Powers
408-574-2107
laurapowers@teledex.com

Offers

Teledex Hospitality phones
⌘ Compliant with **Avaya SIP Enablement Service**s.

New Teledex iPhone models provide any hotel, anywhere, with exclusive options for deploying cutting-edge VoIP solutions, regardless of network infrastructure. Teledex iPhone's unique dual-mode architecture allows it to be deployed in both analog and SIP environments.

Teledex iPhone Hybrid HD6200 Series phones match a full-featured analog hospitality phone with a brilliant color touchscreen, allowing voice services to continue running on an existing analog voice network, while utilizing an IP network to deliver interactive content and services to the brilliant 5.6" LCD. Seamless integration of screen-based content with voice-related services enables an enhanced guest experience that is normally only achieved in a VoIP environment.

What further makes Teledex iPhone unique is that an existing hybrid (analog+IP) iPhone can be converted to a pure SIP iPhone with a simple, remotely-administered firmware upgrade. This in-place conversion can significantly reduce deployment costs when upgrading to VoIP.

Teledex VoIP and Hybrid hospitality phones reflect the experience of more than 20 years that Teledex has been building the industry's most feature-rich, rugged guest room phones.

Solution Category
▶ IP Telephony

Primary Industries Served
▶ Healthcare
▶ Hospitality

Member Presence
▶ APAC
▶ CALA
▶ EMEA
▶ NA

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Unisys

Unisys is a worldwide information technology (IT) services and solutions company with more than 31,000 employees. The company's consultants apply expertise in consulting, systems integration, outsourcing, infrastructure, and server technology to help clients quickly and efficiently achieve secure business operations.

Unisys provides end-to-end services and solutions designed to help clients improve their competitiveness and efficiency in the global marketplace. The company designs, builds and manages critical IT systems and solutions for businesses and governments around the world, helping customers create secure business operations.

Consulting and Systems Integration – Unisys consultants and industry experts work with clients to evaluate their strategic challenges and provide innovative solutions to make their businesses more competitive and cost efficient.

Outsourcing – Unisys can manage a client's entire information systems operation or network and desktop infrastructure. The company can also manage specific business processes – such as payment processing, remittance processing, insurance administration, cargo management and other functions.

For more information, visit **www.unisys.com**
or contact
Jaime Zarate
972-541-8119
jaime.zarate@unisys.com

The Avaya and Unisys Alliance
Unisys has extensive experience and expertise in helping customers integrate and apply communications and IT technologies to its businesses. Avaya is a leader in intelligent communications applications and integrating them into business applications and processes. Avaya solutions help customers increase speed, responsiveness, efficiency and effectiveness, connecting the right people to the right information. Unisys and Avaya help enterprises be more productive and improve customer interactions.

Avaya and Unisys Integrated CRM and IP Communications Solutions
⌘ Compliant with **Avaya Customer Interaction Suite**.

Unisys and Avaya deliver comprehensive contact center, IP communications and collaboration solutions from a single source to enable companies to maximize return on investment while implementing a strategic plan that aligns with overall business objectives. The single-source approach that the alliance offers combines leading contact center and IP telephony solutions from Avaya with global integration, consulting and expertise in vertical markets from Unisys – making it possible to offer total, end-to-end solutions – from desktop to the data center.

Solution Category
▶ Business Consulting
▶ Call/Contact Center
▶ Call Control/Routing
▶ Infrastructure
▶ Infrastructure Management
▶ IP Telephony
▶ Managed Services
▶ Multi-media Contact Center
▶ Screen Pop

Primary Industries Served
▶ Banking
▶ Finance
▶ Government
▶ Government – Federal
▶ Government – State & Local
▶ Telecommunications
▶ Transportation
▶ Utilities

Member Presence
▶ APAC
▶ EMEA
▶ NA

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UNISYS
Imagine it. Done.

Veraz Networks

Veraz Networks is a leading global provider of IP softswitches, media gateways and digital compression products that enable voice, video and other multimedia services. Wireline, broadband and wireless service providers in over 50 countries have deployed Veraz's IP product suite to transport, convert and manage voice and multimedia traffic over both legacy and IP networks. Veraz's products allow service providers to quickly and efficiently migrate from traditional voice networks to all-IP, fixed-mobile and multimedia networks.

For more information, visit **www.veraznet.co**m or contact
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408-750-9541
fpuggioni@veraznet.com

Offers

Veraz ControlSwitch – Release 5.5.5
⌘ Compliant with **Avaya Communication Manager**, **Avaya SIP Enablement Server** and **Avaya Telephones**.

Veraz ControlSwitch enables service providers to achieve market differentiation by:

▸ **Leveraging a proven distributed IP softswitch design**
The ControlSwitch offers sophisticated software fail-over and recovery mechanisms including device level, network link level and geographic redundancy. A robust, Web-based management system provides the efficiency of centralized management with the flexibility of a distributed system.

▸ **Enabling fast, economical deployment of new services**
With its ability to support multiple applications, policy-based routing capabilities, simple Web-based tools and open application interfaces, ControlSwitch enables service providers to improve operational efficiencies, offer new revenue-generating services and quickly create and deploy new multi-media services in response to changing end-user demand.

▸ **Achieving smooth migration to IMS**
IMS compliant Veraz ControlSwitch softswitch and SDP together with the Veraz I-Gate 4000 Media Gateway product family enable both coexistence with and smooth migration from an existing TDM to an IMS Multi-Service Network. Veraz offers a programmable, layered (application, network and control layers) design that enables operators to migrate each of these layers independently at their own pace.

▸ Unlike typical solutions, the ControlSwitch enables the step-by-step migration of an operator's services, switching and transport network to IMS while taking into account not only existing voice-only capable customers, but also newer broadband-ready, multi-media capable users.

Solution Category
▸ SIP Trunking Services

Primary Industries Served
▸ Telecommunications

Member Presence
▸ APAC
▸ CALA
▸ EMEA
▸ NA

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vTechnologies

vTechnologies was founded in 2001 by two former telecommunications executives who have focused on delivering solutions for the contact centers and knowledge based workers in the SMB and Enterprise market segments. vTechnologies' core strategy has been the development of easy-to-use, simple to implement, off-the-shelf contact center and knowledge-based worker automation tools that integrate telephony systems, customer relationship management (CRM) applications, Salesforce.com and contact center applications. Tools are synergistic applications that act as a "glue" to decrease agent time per call by increasing access to caller information as well allowing on-demand modification to call routing.

For more information, visit **www.vtechnet.com**
or contact
Kevin M. Johnson
800-782-6171, Ext. 110
info@vtechnet.com

Offers
vCTISuite
⌘ Compliant with **Avaya Communication Manager, Avaya Contact Center Express, Avaya Converged Communications Server, Avaya IP Office, Avaya Softphone, Avaya IP Telephones, Avaya Media Gateway, Avaya Modular Messaging, Avaya SIP Enablement Services, Avaya Unified Communication Center** and **Avaya Wireless Solution**.

vCTISuite from vTechnologies presents caller information to the contact center agents or knowledge based workers as the call is routed to the Agent's or knowledge based workers' extension. vCTISuite also automates such time-consuming tasks as call tracking and outbound calling as well as offering a secure notepad feature for supervisors.

Solution Category
▸ Call/Contact Center
▸ Call Control/Routing
▸ Modified Hunt Groups
▸ Multi-media Contact Center
▸ Multi-Vendor Integration
▸ Screen Pop

Primary Industries Served
▸ Banking
▸ Education
▸ Education – Higher
▸ Education – K-12
▸ Finance
▸ Government
▸ Government – Federal
▸ Government – State & Local
▸ Healthcare
▸ Homeland Security
▸ Hospitality
▸ Insurance
▸ Legal
▸ Manufacturing
▸ Retail
▸ Telecommunications
▸ Transportation
▸ Utilities

Member Presence
▸ APAC
▸ CALA
▸ EMEA
▸ NA

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vTechnologies

WildPackets

Since 1990, WildPackets has been developing innovative, high-quality, easy-to-use and valuable solutions to maintain the health and integrity of critical data-in-motion. From the desktop to the data center, from wireless LANs to Gigabit backbones, on local segments and across distributed networks, WildPackets products enable IT organizations to monitor, troubleshoot, and secure their mission-critical network systems. WildPackets products are sold in over 60 countries through a broad network of channel and strategic partners. More than 5,000 customers across all industrial sectors use WildPackets products daily to troubleshoot networks and maximize network uptime, including 80 percent of the Fortune 1000.

For more information, visit **www.wildpackets.com** or contact
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mandana@wildpackets.com

Offers
OmniPeek Voice
⌘ Compliant with **Avaya Communication Manager**, **Avaya Infrastructure** and **Avaya IP Telephones**.

OmniPeek is a distributed enterprise platform for network analysis and monitoring. It is multi-topology and also offers Voice over IP (VoIP) analysis from single or multiple consoles connected to distributed engines or used for local analysis of 10/100, WAN, Gigabit and wireless. This allows the network engineer to speed trouble ticket resolution of converged Avaya networks.

OmniPeek is the software console for the OmniAnalysis platform, a solution that helps businesses rapidly analyze and troubleshoot all enterprise networks centrally, regardless of topology. The OmniAnalysis Platform enables businesses to:

▸ Reduce costs associated with network services downtime and service degradation.

▸ Reduce IT labor costs.

▸ Increase end user productivity.

▸ Increase ROI on existing networks and applications.

▸ Increase IT efficiency and responsiveness.

To deploy and maintain a successful VoIP implementation, system administrators need to be able to analyze and troubleshoot voice traffic and the network the voice traffic is running on. Businesses need to be able to understand how other applications are affecting voice traffic – and vice versa.

WildPackets Enhanced Voice Option provides users with the visibility and analysis needed to keep VoIP applications and non-voice applications running optimally on the network. Through the Enhanced Voice Option, users gain access to a wealth of detailed call quality statistics, graphical representations of the voice traffic and detailed diagnostic information. Specific signaling and call playback capabilities complete the enhanced VoIP analysis capabilities.

Solution Category
▸ Infrastructure
▸ Infrastructure Management
▸ IP Telephony
▸ Quality Monitoring/Management

Primary Industries Served
▸ Finance
▸ Insurance

Member Presence
▸ NA

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