

## Avaya Integral Enterprise

In many companies improvement of the business-processes is an ongoing process, ensuring they are capable of competing in their own markets. Cost structures and productivity of the employees should be improved,. No matter if you are in the head office, in a branch, in your home office, or while travelling - the communication has to be guaranteed - every time.



### Intelligent communication for the mid and large sized enterprises

Using Avaya Integral Enterprise makes a virtual company a reality. Never mind, if you only need a small solution for 30 users, or a large enterprise network with more than 100.000 users, Integral Enterprise always provides the right solution for every scenario.

With centralized system management and applications, the total cost of ownership (TCO) is as small as possible. In addition, Providing a broad open standards based SIP-support, Integral Enterprise guarantees a huge number of mobility solutions as well as consistent user experience, and new collaboration applications for virtual teams.

Avaya Integral Enterprise is an intelligent communication system, designed to the needs of mid and large sized enterprises:

- Easily scalable, for growing companies with flexible expansion needs
- Intelligent distributed architecture minimizes the hardware-needs and system complexity
- Broad range of versatile applications both from Avaya, and from our partners – improve your productivity and customer service.
- A web based central management front-end for the whole network infrastructure simplifies the administration and reduces the total cost of ownership (TCO)
- The distributed architecture working in conjunction with an intelligent network – simplifies the communication between all parts of your company, and optimizes the workflow within your company as a whole
- Extensive communication paths support the miscellaneous business processes and are perfect for every type of industry
- A consistent system platform offers transparent user know how throughout the variable company locations

### **Give your company an impressive advantage over your competitors**

Advantages over the competitors: employee productivity, and a consistent corporate identity are important requirements for successful companies. Avaya Integral Enterprise supports your company with a number of powerful yet versatile intelligent communication applications to putting you in a position to win this game!



#### **Collaboration in teams**

- Presence – showing availability information
- Consistent calling number plan
- “Click to Call” from your workstation

#### **Mobility**

- Large number of mobility solutions for your company campus (DECT, WLAN)
- Fixed Mobile Convergence (FMC)
- Solutions for integration of GSM mobiles of mobile employees
- Avaya one-X™ Communicator (SIP-Softphone) for mobile employees and teleworkers
- Avaya one-X™ Deskphone Edition for changing workplace

#### **Quick installation, easily expandable**

Because of the modular system concept of the Integral Enterprise it is simple to implement solutions for small businesses, and equally as easy for complex communication networks with several thousands of end-points for enterprise businesses. Also, system and software upgrades are straightforward to install because of the intelligent system architecture. All elements coming together to provide a system that can easily grow with your needs.

All system components are extensively tested in the factory before delivery to the customer site. This reduces the installation complexity on the customer site down to a minimum.

#### **The advantage of a centralized system management**

Avaya easy Management (AeM) for Integral Enterprise is a web based application which reduces the complexity of the system

management for small, medium and large enterprise networks dramatically, and saves time and money. An Intuitive user interfaces for configurable user groups provides a simple user experience, even for non technicians.

Avaya easy Management simplifies common administration sequences: like the removal of names or authorization changes, as well as the addition of new attendants.

- Web based application, capable of running under every standard browser
- Usable from varied working locations, no matter if local or remote
- Easy handling – well arranged chart view
- User specific graphical user interface (GUI)
- Task can run immediately, or scheduled by date and time
- Usable in a stand alone or network installation with Integral Enterprise
- IP access for administration of all system components
- Overview of all IP components in a network via SNMP
- Accounting management (User Account Management)
- Centralized data management with LDAP

### **Intuitive local system management**

The web based application can be run centrally or from any other working location inside the network. Changes can be made very easily, even if the administrators working location was in the branch.

## **Intelligent communication in the whole company with a consistent user interface**

Avaya Integral Enterprise provides a comprehensive range of communication tools for each and every location of your company, combined with a variety of end user systems like Avaya IP-, SIP- ISDN or analog telephones, wireless technologies like DECT and WLAN, as well as end devices from other non Avaya vendors.

In combination with Avaya one-X™ Desktop Edition and Avaya one-X™ Desktop Edition Integral Enterprise provides a huge range of solutions for the various kinds of desktop scenarios and user profiles including the different types of teleworkers.

Integral Enterprise supports all familiar functions and provides you with additional valuable call information, and boosts your productivity.

- Journals (internal as well as external)
  - Call waiting
  - Simultaneous signalling incoming calls to up to 10 different numbers
  - Call pickup
  - Control of availability, e.g. with call forwarding after internal or external incoming call
  - call barring for external numbers, for example for 0900 numbers
  - Team functionality
  - Audio conferences with up to 8 participants
  - Redial after time
  - Call distribution centre
- and many more functions are part of the standard package.

Due to the high degree of flexibility the features are easily tailored to the users needs. For example, employees are available under

one corporate phone number, regardless of whether they are in their office, move within the company premises, or in their car, or at home.

For outgoing calls the company phone number will be transmitted, no matter what phone will be used.

The team functions perfectly support the communication in working groups, e.g. with acoustic and visual signalling of incoming calls and easy pick the call with a single button press. Even screening calls for other team members before call pickup is possible, no matter if they are in different locations.

### **Avaya applications increase your productivity**

To increase your competitiveness, Avaya offers extensive applications: The contact center solution “Customer Interaction Express” (CIE) for intelligent customer dialogue, UMS solution C3000 to bring together different media in one workgroup system, comprehensive solutions for conferencing (audio/web/video conferencing) like “Meeting Exchange” and several dedicated industry solutions are just some of the many options.

### **Support of solutions from other vendors**

To provide you an optimum level of flexibility, Integral Enterprise offers a variety of open interfaces to facilitate easy integration of applications from Avaya partners and other manufacturers. .

A few examples of the many possibilities that are available: integration of workgroup and productivity solutions such as “Microsoft Office Communications Server”, mobility solutions, voice recording and alarm systems and solutions for specific industries.

The support of external applications gives you

- The best support of your business processes
- The full utilization of your existing environment
- Benefits through the use of different APIs
- The expansion of functions in all areas of your company

### Convenience of SIP

The distributed architecture with SIP support simplifies your corporate network. Applications can easily be added. The carrier connections of the next generation – the so called “SIP-Trunks” – consolidate all your communication into one connection and reduces your costs.

### Avaya dedicated Services

It is the service, which is one important indicator about the satisfaction of a customer with a solution. Avaya Enterprise Integral is supported by an excellent and wide range of Avaya services. Thereby always in focus: your business objectives and improve of your business processes.

Choose from a huge range of Avaya Services

- Analysis of your needs and design of your system environment
- Development of financial alternatives
- Implementation of the system environment into your operational processes
- Training and support of your employees
- Carrier solutions tailored to your needs
- Maintenance around the clock – worldwide
- Complete takeover of the operation of your system environment with our Special Offer: Managed Services

### Managed Services – more efficiency for your business

Take the advantage of the experience of Avaya. Avaya is the only provider with more than 10 years experience in Managed Services/ Managed Communications.

Increase the efficiency of your company with Managed Services from Avaya. Use the 10 major benefits for your success:

- Financial freedom of action: No capital commitment
- Variable costs: Pay per user, per use, per service
- Flexibility: Adapting to the nature and extent of the working places during the contract duration
- Planning security: Stable prices for the workplaces over the lifetime
- Cost savings: Reduction of the companies own operating expenses
- Focus: Strengthening of growth and core competence
- Transparency: Control of communications and operational costs
- Originator deserved: Unified billing for all information and communication services
- Personal: One contact for all communication services
- More efficiency in the whole company

The employees of Avaya look forward to hearing from you. Avaya wants you to succeed!

Avaya – One company, meeting your whole communication needs!

### About Avaya

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information please visit [www.avaya.com](http://www.avaya.com).



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