



# Avaya Announces New Enterprise Class IP Solutions (ECLIPS)

Delivering on the promise to help enterprises realize their goals, without reinventing their networks.

Designed to help enterprises grow revenue and reduce costs, these powerful new solutions provide anytime, anywhere network access to maximize business continuity.

## New in this announcement:

- Avaya MultiVantage™ Software
- Avaya™ Media Servers
- Avaya™ Media Gateways
- Avaya VisAbility™ Management Suite
- Avaya™ Communications Devices



## Don't reinvent. Rethink.

Built around Avaya MultiVantage, these new Enterprise Class IP Solutions (ECLIPS) provide proof that businesses don't have to reinvent their existing networks to take advantage of the power, productivity, and cost savings of IP telephony—they simply need to rethink them.

With Avaya MultiVantage, businesses can rethink their existing communication networks, and determine where to introduce IP telephony in order to maximize the return on their investment. The choices are nearly unlimited, given Avaya's flexible, modular architecture and commitment to standards-based software and hardware. Our new Enterprise Class IP Solutions (ECLIPS) provide scalability to meet the changing needs of the smallest to largest enterprise, still delivering the highest performance and availability with up to 99.999% reliability. Powerful telephony and a wide array of other applications can be implemented at a main site and/or distributed right to the edge of the enterprise network. In addition, enterprises with Avaya DEFINITY® servers can leverage their current investments to deliver the advanced capabilities of Avaya MultiVantage.

## Avaya MultiVantage:

### Scalability / Reliability / Flexibility

Avaya MultiVantage is highly scalable and reliable voice application software. It has rich call processing and contact center functions and a widely accepted application-programming interface that supports a range of Avaya and third-party applications. Avaya brings continuous voice application innovation to the enterprise. Avaya MultiVantage delivers massive new scalability to provide a number of communications devices ranging from 20 users to a million. With up to three times the intelligent call processing power (up to 300,000 busy hour call completions), it has been designed to dramatically increase the number of calls your network can process, meeting the needs of the most demanding enterprise and contact center environments. This new software continues our innovation, and supports current technologies, such as the Avaya™ EC500 Extension to Cellular. This allows enterprise employees to be reached via a single telephone number virtually anywhere in the world (calls ring on the office and cell phone simultaneously).

This is a cost-effective approach that allows employees to manage their schedules more easily, knowing that wherever they are, they can receive all their important calls privately and securely via the public network.

## Convergence without compromise

At a time when many are still trying to figure out how to offer bare-bones voice applications over their IP networks, Avaya MultiVantage Software offers feature-rich IP telephony technology based on decades of voice leadership. With Avaya MultiVantage, enterprises don't have to sacrifice capability, quality, and reliability in order to streamline networks. They gain the unprecedented opportunity to converge their networks without compromise—including the ability to reliably distribute enterprise class voice capabilities over low-cost, existing packet-based networks—opening up exciting opportunities to rethink how their businesses communicate.

Enterprises need to adapt and grow. As your business's needs change, Avaya MultiVantage Software delivers the flexibility, scalability, reliability, and security you need. Some highlights of the 500+ Avaya MultiVantage Software capabilities are:

- Supports up to a 7-digit dial plan.
- New Meet Me six-party conferencing is built in and makes sense for any size business, cutting the cost of multi-party conference calling by providing easy-to-use, menu-driven capabilities.
- Avaya MultiVantage enables your contact centers to be flexible to meet your business needs, providing significantly increased access (trunking and announcement) and fulfillment (agent) capacities for the most demanding customer contact requirements. Avaya MultiVantage gives enterprises greater insight into customer contact activities by allowing agents to enter multiple work codes (i.e., repair and purchase activity) for a single customer interaction.
- Real-time media encryption from Avaya works with Avaya MultiVantage to provide a secure solution for environments where enhanced voice privacy over a LAN/WAN is required. This helps ensure that customers can apply the appropriate level of information privacy to sensitive communications and information.
- Avaya continues its commitment to support widely adopted, open standards-based hardware and software in multi-vendor environments. Supported standards include TAPI, TSAPI, JTAPI, ASAI, LDAP, Q.sig, H.323, and H.248.

## Avaya Media Servers and

## Avaya Media Gateways

Avaya Media Servers and Avaya Media Gateways provide smart ways to rethink networking by adding top-tier scalability and reliability while supporting mission-critical applications in a distributed, secure, multi-vendor environment. To provide businesses with maximum flexibility, the Avaya ECLIPS family of media server and media gateway components follow a modular, mix-and-match approach. A wide range of custom configurations can be deployed to meet a spectrum of enterprise needs: from a single location that requires an IP network for 200 employees to a complex, multi-national network capable of supporting up to a million communications devices.

### Avaya Media Servers

The Avaya family of media servers provides a robust application platform based on industry-standard operating systems to support distributed IP networking and centralized call processing across multi-protocol networks. These servers are available as an integrated solution with other servers, or they can operate independently.

Avaya Media Servers features and benefits:

- Redundant, survivable call and media processing supports crucial business continuity
- Standards-based computing supports Linux, Windows, and Avaya's DEFINITY® operating systems
- Distributed, survivable IP networking supports campus, global multi-site, and branch environments

### Avaya Media Gateways

These stackable and modular hardware elements deliver application-enabling data, voice, fax, video, and messaging capabilities to your network. They support both bearer and signaling traffic routed between packet-switched and circuit-switched networks. These gateways are optimized for enterprise class telephony and provide a variety of flexible deployment options. Options include blended (e.g., IP and TDM) and 100% IP environments.

Avaya Media Gateways features and benefits:

- Interoperable with standards-based data networks
- Stackable, modular, configurable component solutions
- Redundant capabilities
- Distributed networking
- Supports traditional Avaya system cabinets

## Avaya VisAbility™ Management Suite

### Designed for a converged network environment

Avaya VisAbility™ Management Suite provides comprehensive tools for network, configuration, fault, performance, and policy management, along with a directory-enabled management application platform.

Avaya VisAbility features and benefits:

- Web-based system view, for converged networks, of Avaya Media Servers, Avaya Media Gateways, and IP phones
- Voice over IP Monitoring provides industry-leading, centralized monitoring of network quality based on endpoint information
- Directory-enabled (LDAP) platform enables integration of management information with business processes
- On-demand phone-feature management provides users with the customization tools they need

## Avaya Communications Devices

### Innovative and standards based—providing new mobility opportunities

Avaya offers a wide choice of flexible, intelligent, mobile, and easy-to-use communication devices to meet your company's unique needs. Avaya continues support for relevant enterprise communications devices, with IP, digital, and analog telephones, the spectrum is covered. The portfolio is highlighted by the Avaya IP Softconsole™, a software attendant console that brings high-end attendant feature/functionality to converged networks. The Avaya™ IP Softphone for Pocket PC brings the full capability of your Avaya office phone to your Windows CE handheld device. The ECLIPS portfolio also includes the Avaya 4630 Screenphone, a full-color, touch-screen phone with Web access. Avaya IP communications devices are supported with industry-standard power.



Enterprise Class IP Solutions, driven by Avaya MultiVantage Software, Avaya VisAbility Management Suite, and Communications Devices, come together with Avaya Media Servers and Media Gateways, to bring enterprises unmatched power, flexibility, and efficiency.

Below you'll find overviews of four new server/gateway solutions designed to meet a range of enterprise communication needs.

### Total communication solutions for small to midsize offices with 40–450 users

The Avaya™ S8300 Media Server and Avaya™ G700 Media Gateway, powered by Avaya MultiVantage, is a flexible solution for growing companies seeking to streamline voice and data operations over a single networked infrastructure. With the full capabilities of Avaya MultiVantage Software built on a layer 2 Ethernet switch platform, this scalable solution can be used as a total converged solution for a midsize business. The solution is scalable, modular and has a stackable, hot-swappable, redundant architecture. It can be integrated with the Avaya P330 stackable switching system to provide a single, fault-tolerant, highly flexible voice and data solution, including Power over Ethernet support. The new Avaya INTUITY™ LX messaging application is a natural complement for feature-rich and reliable voice, fax, and text messaging.

### Mission-critical solutions for branch offices, with 40–450 users

The Avaya™ G700 Media Gateway, combined with a local survivable processor (the Avaya S8300 Media Server) and powered by Avaya MultiVantage, is a remote-edge device for a larger enterprise network. This configuration leverages the distributed architecture benefits of the media gateway concept and provides for mission-critical operation. This solution provides standards-based, IP communications infrastructure without compromising applications or reliability.



### **Mission-critical network for the largest distributed campuses, high-end contact centers, and explosive-growth enterprise customers**

The Avaya™ S8700 Media Server combined with the Avaya G600 Media Gateway (or other gateway options) is powered by Avaya MultiVantage and delivers increased processing power—a strong plus for call center customers as well as customers evolving into voice over IP telephony. More processing power also provides the capability to increase other system capacities, including up to 12,000 IP endpoints per system, and the opportunity to consolidate systems for more efficient, centralized management. The Avaya™ S8700 Media Server for IP delivers exceptional reliability with duplicated Intel servers running Linux coupled with an Avaya G600 Media Gateway. Outstanding scale is delivered by using our modular gateway technology and is based on the Avaya™ IP600 Communication Server architecture.

### **Comprehensive communication solution for single or multi-site offices with 40 to 400 users**

The Avaya™ S8100 Media Server and Avaya™ G600 Media Gateway, powered by Avaya MultiVantage Software, is a comprehensive, modular, standards-based solution for companies who wish to use a mix of digital, analog, and IP telephones and elect to run their VoIP communications on the Microsoft Windows 2000™ Operating System. From a single location to networked multiple sites, this combination provides all of the flexibility and capabilities of Avaya MultiVantage, as well as processor co-resident applications such as INTUITY™ AUDIX® Multimedia Messaging to deliver a very powerful, cost-effective communication solution.

### **Maximize converged network investments with Avaya Services**

Maximize the benefit of converged network solutions by leveraging the award-winning Avaya Services expertise to plan, design, and implement reliable and secure, advanced solutions. Team up with Avaya's 11,000 service professionals in addition to Avaya's network of Authorized BusinessPartners to protect investments, reduce implementation and training costs, and more effectively integrate converged network solutions into existing and planned network infrastructures.

### **Leadership and innovation in communication**

Avaya is a global leader and innovator in enterprise communications serving customers who require superior communications technology to power their business. Over 90% of the Fortune 500® and government organizations rely on Avaya for secure network infrastructures and reliable voice and data applications that power faster decisions, profitable transactions, and closer relationships between customers, employees, and suppliers.

### **Migrate to IP while leveraging your current technology**

Designed to meet the goals of today's businesses—growing revenue, reducing costs, and utilizing resources more efficiently—Avaya Enterprise Class IP Solutions (ECLIPS) and Avaya MultiVantage Software offer a welcome alternative to a total reinvention of voice and data networks. Now businesses don't have to reinvent; they can rethink by leveraging current investments in Avaya or others while migrating toward a fully converged network. Or, businesses can build a fully converged network from the ground up with the peace of mind that the investments they make today won't have to be reinvented tomorrow.

To learn more, talk to your Avaya Client Executive or Authorized BusinessPartner. Also, visit our Web site at [avaya.com/eclips](http://avaya.com/eclips)