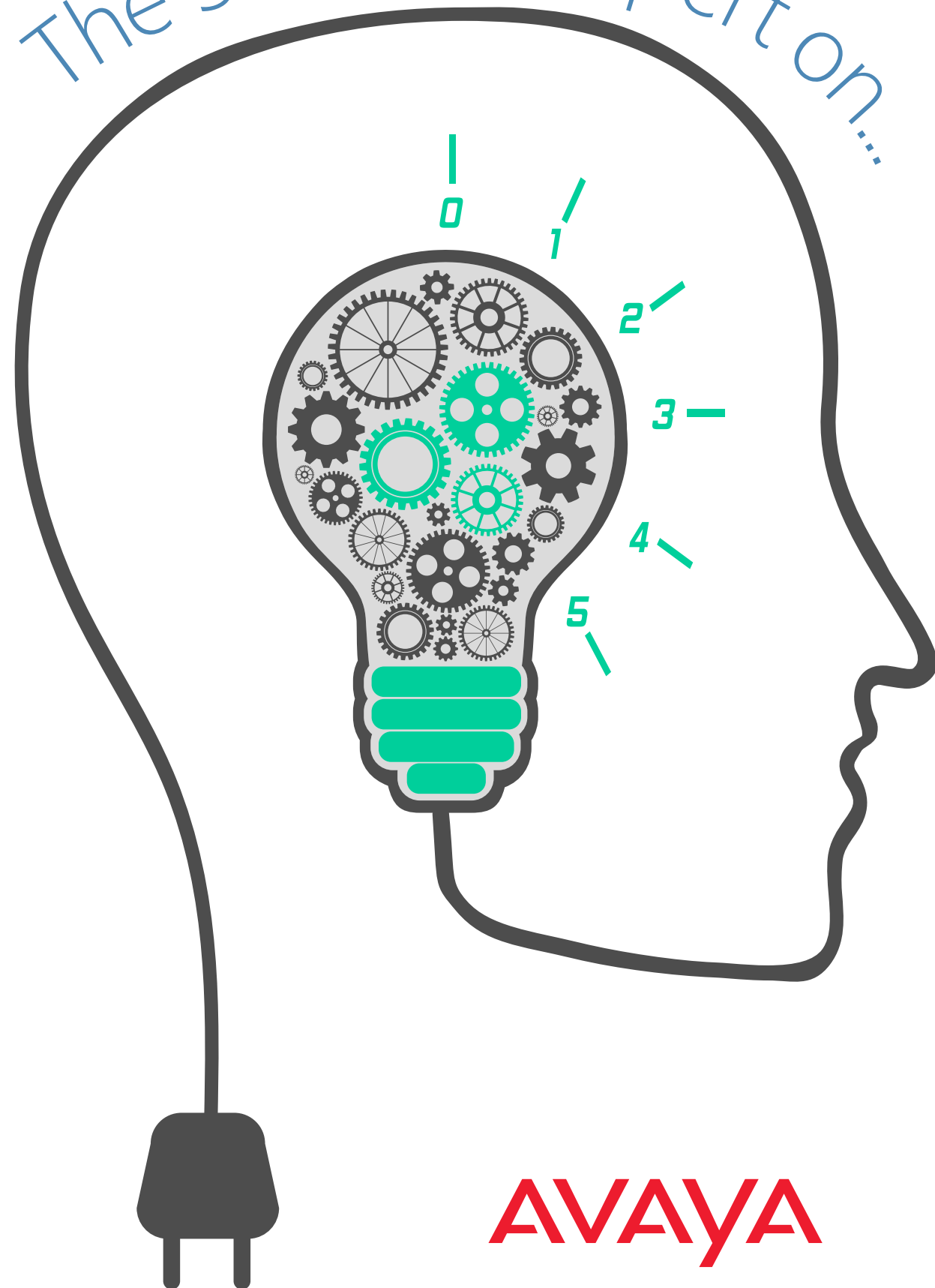


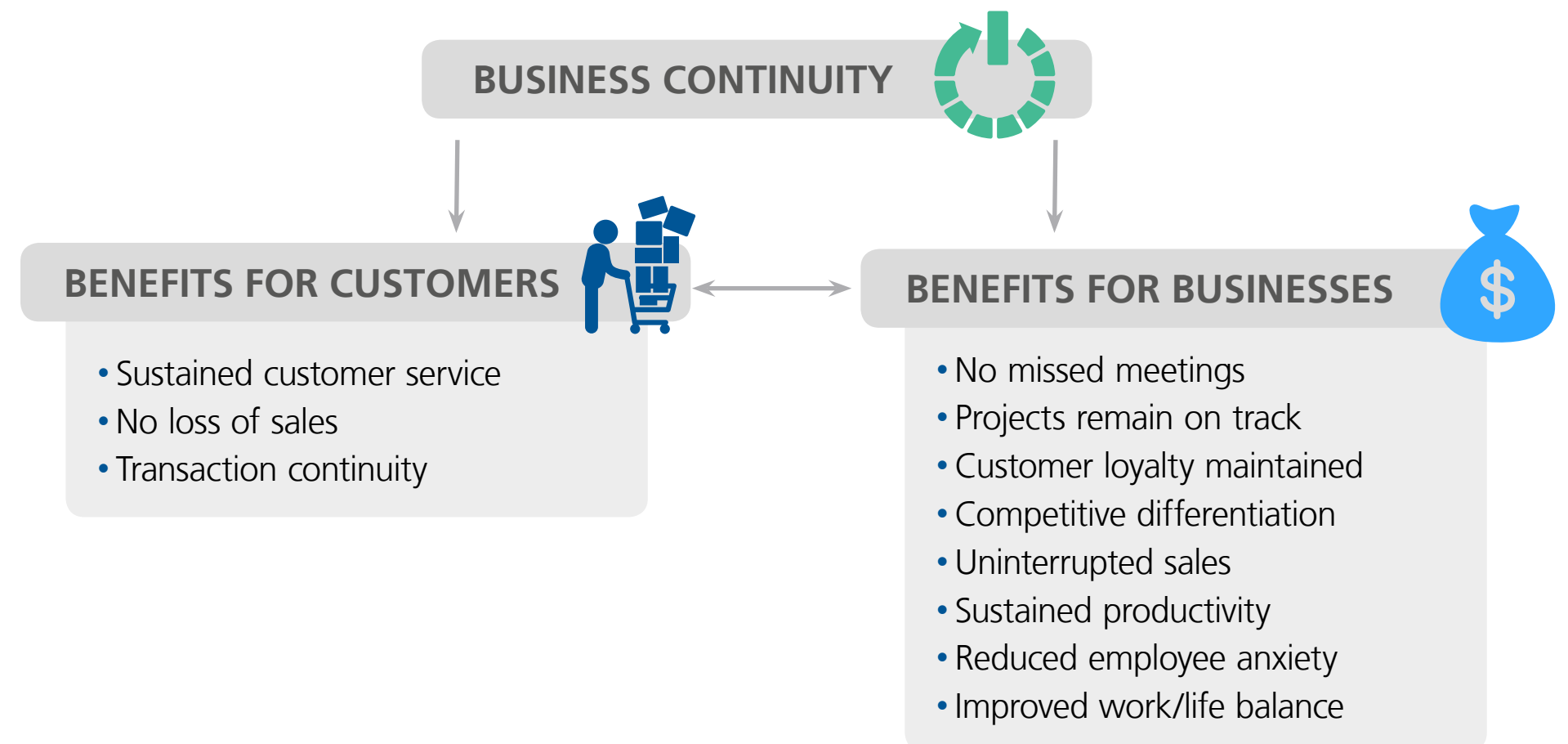
The 5 Minute Expert on...



AVAYA

Business Continuity with Avaya Solutions

Today's communications-enabled business applications enable employees, suppliers and customers to communicate anytime / anywhere using a multitude of devices. Interruptions to communications services and systems outages will result in lost revenues and significant business impact. Investing in solutions that maintain 'five 9's' business continuity not only reduces risk during adverse events but also delivers additional value within the supply chain.



TRAVEL DISRUPTION

From industrial action that can cause cancelled flights and trains through to unexpected traffic delays...



EXTREME WEATHER

From heavy snowfalls to high winds disrupting road, rail, air and public transport infrastructure...



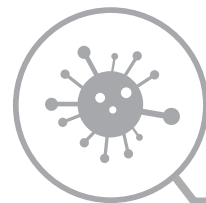
PERSONAL CHALLENGES

From mild illness, sick children to a broken down car...



PANDEMIC

From Ebola to 'Swine Flu' raising concerns around travelling to affected areas...



TERRORISM

Even without actual terrorist activity, reports of potential threats can be enough to disrupt travel, particularly in major cities and airports...



DOMINO-EFFECT:

- Missed meetings
- Unanswered calls

- Delayed projects
- Delayed decision making
- Chaotic customer service
- Delayed and cancelled transactions

- Unhappy customers
- Lost productivity
- Employee anxiety

- Lost revenue
- Increased OPEX costs (insurance risk management)

KEY FACT #1:

The volcano eruption in Iceland in April 2010 resulted in over **100,000 European flights being cancelled over 8 days**. Organisations across Europe including BMW, DHL and FedEx reported huge business impacts. Many smaller organisations who ceased trading during Summer 2010 cited the disruption due to the eruption as a contributory factor in their demise.

KEY FACT #2:

An EU Commission report from 2006 estimated that a Pandemic outbreak in Europe could cost the European economy in the region of **€180 billion**.

KEY FACT #3:

The combined impact of 9/11 & 7/7 to global economies is estimated to have been **\$3.3 billion**.



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COLLABORATION

Collaboration technologies allow workers to communicate with each other in real-time regardless of location.

- **Video/Audio/Web Collaboration**
 - Meeting without travel inconvenience and cost
 - Instant sharing of information accelerating decision making
- **Presence and Instant Messaging**
 - Real-time communication regardless of location
 - Improved 'first call resolution' in call centres



SURVIVABILITY

If a business cannot function because of a network or software failure, the result could be lost customers and lost revenue. Survivability technologies include:

- **High availability network infrastructure** for sustained application availability
- **Network security** to prevent unauthorised access and improve network performance
- **Full, dual-server redundancy** for business-critical applications
- **Remote survivable gateways** allowing remote IP/SIP phones to immediately re-register in the event of a network outage
- **Disaster recovery:** off-site replication of the communications infrastructure, ready to come online at a moment's notice



MOBILITY

Mobility refers to a range of technologies that allow workers to be as productive away from the office as they would be sat at a desk.

- **Remote business telephony** for every day, mobile access to business communication tools allowing users to make and receive calls from a laptop or 'smart' device regardless of their location
- **Voice-messaging applications** that ensure users never miss urgent messages. Users can pick up the messages and respond to them whilst on the road, making use of 'dead time' whilst stuck in a traffic jam
- **Business mobile-based clients**
 - Transfer, conference and hold
 - Twinning with a desk phone
 - Presence awareness to colleagues and federated organisations



CONTACT CENTRE

By deploying agents remotely businesses can be sure of delivering seamless customer service and maximising revenue:

- **Virtual remote agents**
- **Seamless contact between teams**
- **All calls are answered to contracted service level agreements**
- **Customer self service**
- **Regulatory compliance** — reporting & call recording



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COMMUNICATION FROM PCs, LAPTOPS & TABLETS

1. AVAYA COMMUNICATOR



- Collaboration software client which delivers an innovative interface for real-time communications without a desk phone
- Telephony, IM and presence
- Up to 3 concurrent calls
- Web conferencing integration
- Escalation from IM to Voice
- Contact management
- Bluetooth and headset support (iPad only)



2. IP OFFICE CONFERENCING + WEB COLLABORATION



- Audio Conferencing with escalation to web collaboration
- Add participant
- Desktop/application sharing
- Document library and sharing
- White boarding
- Reports



COMMUNICATION FROM MOBILE PHONES

AVAYA ONE-X MOBILE

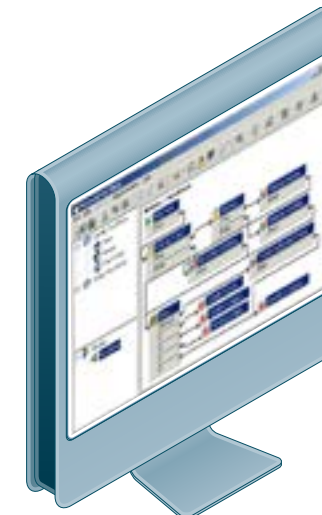


- Two choices of applications depending on the need of the employee:
 - one-X Mobile Essential: cost-effective, server-less mobility solution intended for mobile users who only need voice-based capabilities
 - one-X Mobile Preferred: providing rich UC capabilities designed to give mobile users quick access to multiple forms of communications (IM, voice, conferencing)
- Call control as if in the office
- Mobile Twinning



MESSAGING SOLUTIONS

VOICEMAIL PRO



- Voicemail to email
- Personal greetings and queue announcements
- Message handling for individuals or groups
- Automatic and on-demand call recording
- Voice forms/questionnaire mailboxes
- Visual Basic Script support



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SOLUTIONS FOR CONTACT CENTRES

1. AVAYA CONTACT CENTER SELECT

- Multichannel contact centre functionality for medium-sized companies where customer service is a key priority
- Voice, email, web chat, text (SMS) and fax
- Single intuitive agent/supervisor interface
- Universal queue
- Outbound dialing capability
- Skills-based routing
- Call recording
- Reporting



2. AVAYA IP OFFICE CONTACT CENTER

- Multichannel contact centre functionality and simplicity for medium-sized companies where customer service is important
- Voice, email and web chat
- Single intuitive agent/supervisor interface
- Universal queue
- Outbound dialing capability
- Skills-based routing
- Call recording
- Reporting



DESKTOP/MOBILE VIDEO

AVAYA SCOPIA

- Highly secure business quality video for smaller to more comprehensive video requirements
- From desktop to room systems
- Robust mobile client capabilities
- Intuitive and easy-to-use



SECURITY AND SURVIVABILITY SOLUTIONS

1. AVAYA IP OFFICE BUILT-IN RESILIENCE

- Deployment of secondary, 'back-up' servers
- High availability for VMware deployments
- Resiliency options for Voicemail and trunks



2. AVAYA SBCE

Single solution providing SIP-based security functionality across 2 key areas:

- Standards-based secure SIP trunking (highly scalable, DoS/DDos attack protection, ACL/White/Black listing, deep packet inspection, etc.)
- Advanced services features (VPN-less remote worker connectivity, encryption services, media replication)



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