WELCOME

Reasons to Upgrade Phone System (IP Office)

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Agenda

- ⮑ Welcome and Introductions

- ⮑ Who Are We and Our Evolution

- ⮑ Reasons to Upgrade Your Phone System in 2019

- ⮑ Next Steps : Understanding Your Options (Public Cloud, Private On Premise Cloud, Hybrid Cloud and Avaya Cloud)

- ⮑ Any Questions?

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Mission and Vision

Mission

To empower our clients through exceptional service.

We won't settle for being average or even good at what we do. We strive to consistently deliver outstanding services.

Vision

To be the technology partner that everyone wants to work with.

By everyone, we mean our existing and future staff members, clients, partners, and suppliers. We aim to retain our current employees and clients in addition to attracting new ones with our status as a phenomenal IT managed service provider.

Key Ingredients

- We have a customer first model as we are focused on providing white glove fanatical support and consulting services.

- Our clients voice is heard as your feedback matters.
    - Year after year Customer Satisfaction Survey of over 95%.
    - Client experience program to stay connected with our clients.

- Our staff retention and growth.
    - Company culture, collaborative and community focused.
    - Staff road mapping.
    - Tenure recognition programs.

- Our leadership team.
    - Industry experts that work collaboratively to maximize productivity and efficiencies as well as leverage innovation to exceed business and client goals and expectations.

Who Are We?

- Founded in 2003 in the basement of a 2 flat in Evanston, IL with the intent of providing best in class technology solutions and support in Chicagoland.
- We've stayed ahead of the curve and have evolved over the years.
- Continuous exponential growth, even in 2009 recession.
- A+ BBB rating since 2010.
- In 2011, we invested $2.5 million in state of the art NOC in Evanston, IL.
- Recognized on Inc. 5000's fastest growing companies – 2013, 2014, 2015.
- Recognition for Cultural Awards:
    - #1 on HiredMyWay's Tech Top 10
    - 2015, 2016, 2017, 2018, 2019 – Crain's Best Places to Work
- All staff is in-house!
- Leadership team holding board and/or committee positions on thought leadership organizations regarding Global IT Standards and Cloud Consortium.

Our Evolution : Stratosphere Networks Division

Managed Telephony Service Provider (MTSP)

- **Traditional On Premise**
- **Cloud Phone Systems**
- **Implementation**
- **Support**

Consulting & Cloud Consulting

- **DC, IaaS & Hyperscaler**
- **Solutions such as O365**
- **Dialtone / Internet**
- **Migration Assessments**
- **Engineering Vetting**
- **SD-WAN**
- **vCIO**

Managed IT Service Provider (MSP)

- **Onsite Rapid Response + Remote**
- **Proactive Monitoring**
- **Comprehensive or Overlay**
- **Road mapping**

Managed Security Service Provider (MSSP)

- **Risk Assessments**
- **Threat Monitoring**
- **Security Awareness**
- **Standard Bundle**
- **Cybersecurity**
- **Compliancy Assistance**
- **vCISO**

STRATOSPHERE
NETWORKS
-Reach New Heights-

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Our Evolution : Traffic Jams Division

Search Engine Optimization for Small to Medium Sized Businesses

- **Increase Online Visibility**
- **Organic and In-Organic Management**
- **Press Releases**
- **Blogs**
- **Social**
- **Reputation Management**
- **Content Creation**
- **Monthly SEO Plans**

Website Maintenance and Management

- **SEO Optimization**
- **Redesign**
- **Content Management**
- **Website Protect**
- **Monthly Maintenance Plans**

TrafficJams
WHERE INCREASED TRAFFIC IS A GOOD THING

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Reasons to Upgrade

Common Reasons to Upgrade Your Phone System

- ➲ Topics:
  - – With each release of IP Office more advancements and features are introduced that can help your business communication and be more productive and efficient.
  - – The access to features as technology evolves becomes less expensive to introduce into your environment.
  - – Well-defined investment protection and migration paths allow Avaya IP Office clients to easily move to newer releases and keep as much their investment protected.
- ➲ Benefits:
  - – Improved communication.
  - – Integration of other line of business apps.
  - – One number – connect anywhere/anytime without risking losing the client.
  - – Expand business hours.
  - – Provide better client experience.
  - – Increase staff productivity and efficiency.
  - – Increase uptime.

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URGENT Drivers Behind Phone System Upgrade

- **Windows 7 End of Support Jan 14, 2020**
- **Windows 2008 End of Support Jan 14, 2020**
- **Windows 2008 SQL Server July 9, 2019**
- **IP Office 500v1 and IP 500v2 Core Gateways Have Single Point of Failure (Single PSU and Drive)**
- **One-X Portal Vulnerabilities 9.1-10.1 when public facing**

- **Web Browsers Support as Updates happen on average every 6 weeks**
- **Non Uniform End User Web Browser Utilization**
- **Constant Mobile Device Operating Systems Updates**
- **9.0 and below vulnerabilities*. 9.1 Product Security Enhancements Due to Rapid Evolving Security Landscape**
- **Popularity of SIP Technology**
- **Increasing SIP Hacking and Toll Fraud Incidences have Increased**

- **FILL IN**
- **FILL IN**

*https://securingtomorrow.mcafee.com/business/data-security/hidden-low-hanging-avaya-ip-office-default-credentials/

Identify Any Additional Business Pain Points, Opportunities for Improvement, or Future Business Plans

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Whiteboard Session

- **Current Technology Pain Points**
- **Opportunities for Improvement**
- **Call Center and/or Contact Center**
- **Appointment and/or Reservations**
- **Integrations to 3rd Party Software**
- **Remote or Home Workforce**
- **Wireless and/or Mobility**
- **Prospect, Client and/or Team Collaboration**
- **What is Cloud to you?**
- **Are you moving anytime soon?**
- **Network Infrastructure (VMWare, PoE, Age, On staff of Outsourced IT)**
- **Compliance or Regulatory Considerations and/or IT Security Concerns**
- **Future Technology Plans**
- **Internet and Dialtone Agreements**

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Understanding the Difference Between Cloud and On-Premise Phone Systems?

Cloud Options and Highlights: Public, Private, Hybrid and Avaya Cloud.

- **Public Cloud**
  - Subscription model that provides updates to major updates.
  - UCaaS: Unified Communications as a Service.
  - CCaaS: Contact Center as a Service.
  - Solutions are selected based on client needs. Standard systems, Compliance needs, Dashboards, Mobility, Integration to Skype, Features, etc.
  - Less flexible as limited customization and controls.
- **Private Cloud (On-Premise)**
  - On premise and/or located in a private data center.
  - Purchase, Lease or Finance options.
  - Most flexible and customizable.
- **Hybrid Cloud**
  - Leveraging the best of both worlds based around your business needs.
  - Focus your investment around appropriate technology need.
  - Most common examples include: Call center and/or Contact Centers can overlay your existing on premise phone system. Leverage robust features for answering calls.
- **Avaya IP Office Cloud**
  - Clients who like IP Office features and do not want to go through end user changes.
  - Some clients can convert and/or reuse some existing IP Office hardware investment.

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Cloud Options and Highlights: Public, Private, Hybrid and Avaya Cloud.

	Public Cloud	Private Cloud (On Premise)	Avaya IP Office Cloud
Dial tone	Included	Reuse or Convert to SIP	Reuse or Convert to SIP
Bandwidth	Bandwidth Intensive – Upgrade?	No Change Required	Bandwidth Intensive – Upgrade?
Network Enhancements	Upgrade Most Common	No Change Required	Upgrade Most Common
Endpoints Allowed	IP Only	IP, Analog and/or Digital	IP, Analog and/or Digital
Access to Enterprise Features	Included	Included – Full IPO Features	Included – Full IPO Features
Mobile Connect & Dashboard	Included – with Power User	Additional Cost	Included – with Power User
Upgrades: Core	Included	Additional Cost	Included
Upgrades: Site + End User(s)	Clients responsibility/additional cost.	Clients responsibility/additional cost.	Clients responsibility/additional cost.
Core Maintenance	Included	Additional Cost	Included
Basic Management and Support	Included	Self Managed + Additional Cost	Self Managed + Additional Cost
Advocacy + White Glove Support	Hefty Additional Cost	Included (Standard Support Plan)	Included (Standard Support Plan)
Resiliency - Core	Standard	Available for additional cost	Standard
Resiliency – Site(s)	Most provided – unavailable	Available for additional cost	Available for additional cost
Customization and Control	Extremely Limited	Very flexible to meet needs	Very flexible to meet needs
Implementation Timeframes	Quick	Standard timeframes	Based on Deployment
Local Hardware footprint	No Server, PC or Gateway Required.	Server, PC or Gateway Required.	No Server, PC or Gateway Required.
Spending Model	Monthly User Subscription (OPEX). Purchase, Rent, Lease and/or Finance for Install and Hardware.	Purchase, Lease or Finance (CAPEX).	Monthly User Subscription (OPEX). Purchase, Rent, Lease and/or Finance for Install and Hardware.
Year after Year Costs	Remains Consistent	Ownership Model	Remains Consistent

Public Cloud Example : 8x8

8x8 Global Cloud Communications

Virtual Office Editions - Features & Pricing

	Lobby $10/user	Basic $15/user	X2 $25/user	X5 $35/user	X6 $45/user	X8 $55/user	X8e $85/user
Phone Number and Virtual Extension		•	•	•	•	•	•
Calling Zone		Metered Only[1]	Unlimited Calling within 14 Countries	Unlimited Calling within 32 Countries	Unlimited Calling within 46 Countries	Unlimited Calling within 46 Countries	Unlimited Calling within 46 Countries
Media Storage	OMB	100MB[2]	1GB	5GB	10GB	10GB	10GB
Analytics Essentials	•	•	•	•	•	•	•
HD Voice	•	•	•	•	•	•	•
Secure Voice	•	•	•	•	•	•	•
Mobile & Desktop Apps		•	•	•	•	•	•
Instant Messaging & Presence		•	•	•	•	•	•
Voicemail		•	•	•	•	•	•
Unlimited Internet Fax[3]			•	•	•	•	•
Business SMS			•	•	•	•	•
Single Sign On			•	•	•	•	•
Audio & Video Conferencing with Meetings			5 Participants	25 Participants	50 Participants	50 Participants	50 Participants
Salesforce, Zendesk, & NetSuite Integration			•	•	•	•	•
Call Recording				•	•	•	•
Operator Switchboard				•	•	•	•
Salesforce Employee Analytics				•	•	•	•
Salesforce Team Analytics					•	•	•
Call Quality Reporting & Analytics					•	•	•
Virtual Office Analytics Supervisor					•	•	•
Inbound Contact Center						•	•
Outbound Contact Center						•	•
Contact Center Minutes						2,000 + 3¢/min	5,000 + 3¢/min
Contact Center Call Recording Storage						3 Months	3 Months
Conact Center Visual IVR						•	•
Contact Center Reporting & Analytics						•	•

* Each account includes unlimited auto attendants and 2 additional DIDs
** Lobby, Basic and X6 Editions are non-merchandised
Calling credit bundles are pooled at the account level
voicemail storage only
Unlimited Internet Fax may require the purchase of an additional DID

Public Cloud Example : 8x8

Virtual Office Editions - Implementation Pricing

	Starter $0/user	Plus $30/user	Managed $50/user	Custom Prof. Serv.
Deployment Size	Up to 249 Users	Up to 249 Users	Any[1,4]	Any[2]
Network Assessment	How-to	How-to & Guidance	How-to & Guidance	Custom
8x8 Assistance	1 Hour	30 Days	90 Days	Custom
System Configuration & Testing		●	●	●
Number Porting	Self Porting	Assisted	Assisted	Assisted
Ring Groups		Up to 5	Up to 25	●
Auto Attendant		Up to 5	Up to 25	●
Call Queues		Up to 5	Up to 25	●
Branches		Up to 5	Up to 25	●
Analog Fax & BLA/BLF		Up to 5	Up to 25	●
Integrations		SFDC Only	●	●
Cost Center Setup[1]		Up to 5	Up to 25	●
Single Sign On		●	●	●
IVN Provisioning		●	●	●
Remote Go-Live Support		●	●	●
Onsite Go-Live Support				●
Global Extension Provisioning			●[3]	●
Physical Site Survey				●
Phone / Device Installation				●
Custom 3rd Party System Integration				●
Onsite Deployment				●

** Each account includes auto attendants and 2 additional DIDs

[1] Required for 250+ user accounts

[2] $5,000 minimum

[3] Includes USA, CAN, UK, AUS

[4] For implemenatations of 250+ users, the deployment team will be used

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How to pick the right Public Cloud provider?

- **Features**
  - **Basic Phone Features**
  - **Targeted Features:**
    - **Conference Bridge**
    - **Mobility**
    - **Dashboard**
    - **Call Center / Contact Center / Call Reporting**
    - **Analog Support**
    - **Site Survivability Options**
- **Over the Top/BYOB or Provider Bandwidth**
- **Integration(s) such as**
  - **Salesforce**
  - **Skype/Lync/Teams**
- **Location(s)**
- **Compliance / Regulatory Requirements**
- **Endpoint Support**
- **Provider Niche**
- **Additional Services (i.e. SDWAN, IT Solutions, A/V, Collaboration, etc)**
- **Deployment Support**
- **Post Installation Support**
- **Our Feedback**

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Public or Private/On-Premise : How to make an educated decision?

- Review Your Current Internet and Dial tone Bills
  - Term, Spend, Type of Services, Number of Bills.
- Do you have more mobile intensive users?
  - For businesses with more mobile intensive users, updates to the phone system platform will be required to stay current with Smartphone Brower updates. This means more aggressive upgrades to the core system in which Public Cloud providers can assist with.
- Do you require more flexibility?
  - Businesses that require more controls and flexibility tend to utilize Private/On-Prem solutions.
- Do you require more personalized white glove support?
  - Going with a Public Cloud provider will not give you White Glove service because they want to keep support costs low. Self service options as well as tutorials are provided. Web chat is a more common type of support. Delays in support are common complaints. Providers have optional support programs for white glove service that can start at $1500/mth.
- Onsite support and Training services:
  - Public Cloud providers aren't equipped to provide consistent onsite support or white glove training services.
- Regular Upgrades:
  - Public Cloud providers conduct major core upgrades at no additional cost whereas, on premise will charge for these upgrade.
- Spending Models:
  - With Public Cloud you will always pay same monthly fee for use.

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Current State
How Old Is Your System?

Current State

➲ **This slide is intentionally left BLANK to review what your have in place today.**

IP Office Release Dates

- IP Office R3.2 @ 2006
- IP Office R4.0 @ 2007
- IP Office R4.1 @ 2008
- IP Office R4.2 @ 2009
- IP Office R5.0 @ 2010
- IP Office R6.0 @ 2010
- IP Office R6.1 @ 2011
- IP Office R7.0 @ 2001
- IP Office R8.0 @ 2012
- IP Office R8.1 @ 2013
- IP Office R9.0 @ 2015
- IP Office R9.1 @ 2015

- IP Office R10.0 @ 2016
- IP Office R10.1 @ 2017
- IP Office R11.0 @ 2018

Older Phone Release Dates

- **4400 Series Digital Set (ie 4406, 4412, 4424)**
  - Introduced in 1999. Originally these phones were introduced to be used on Avaya Merlin Magix system. This helped Merlin clients migrate to IP Office easily.
- **2400/5400 Series Digital Set (ie 5402, 5410, 5420, 2402, 2410, 2420)**
  - Introduced in 2003. Originally these phones were introduced to be used on Avaya Communication Manager system.
- **4600/5600 Series IP Set (ie 4610, 4620, 5610, 5620)**
  - Introduced in 2001. These were Avaya's first IP phones available on the market. The 4600 series were first available as they looked like 4400 Series Digital Phones. As IP technology evolved, 5600 series were introduced that looked like 5400 Digital Series. All options don't have a 10/100/1000 (G) model as well as their extra NIC port to connect a PC to sit behind doesn't optimize the IP Device (PC) sitting behind it. Thus, clients are encouraged to migrate to 96xx or 96x1.
- **6400 Series Digital Set (ie 6408, 6416)**
  - Introduced in 1998 or earlier. Originally these phones were introduced to be used on Avaya Definity system. This helped Definity or Communication Manager clients migrate to IP Office easily.
  - 6400 Series Digital Set (ie 6408, 6416)
- **Avaya IP Office R11 No Longer Supports These Phones**

Upgrade Your Legacy Digital Phones with Avaya 9500 Series

- ➲ **Migrate to 9500 Series Digital Phone**
  - – **5400 Series gray screens are hard to read or see at a glance. 9500 Series have easy to use green/red busy lamp fields.**
  - – **4400 Series have smaller displays and make it hard to use Caller ID and Call Log features. End Users have been known accidentally disable key features.**
  - – **Go paperless! 1400, 4400 and 6400 series all use paper inserts. Go digital displays.**

- ➲ **Additional Benefits:**
  - – **Full Duplex Speaker Phones**
    - • **9500 Series Digital Phones**
  - – **No Handset Lifters Required!**
    - • **Older models such as 4400 and 6400 series required handset lifter for headset to pickup and hang-up.**

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Migrate to IP Phones
96x1 IP Series

- **Migrate to 96x1 Series IP Phones**
  - **96xx and 96x1 allow for 10/100/1000 (G) ports. All businesses today when upgrading core switching infrastructure go with 10/100/1000 (G) switches. 75% of businesses share their phone and their PC; thus, if the phone isnt G rated then the PC can only perform at 10/100 speeds.**
  - **96x1 require lower power than previous models. You can cut power expenditures by almost 50%!!!!!**
    - **9608/9611 are Class 1; whereas, 9621/9641 are Class 2.**
    - **1600 Series and 4600/5600 Series are Class 2 (minimum).**
    - **Class 1 = 4W, Class 2 7W, Class 3=15.4W.**
  - **With 96x1 clients are future proofing their environments. With the introduction of Server Edition and Cloud Edition; 96x1 are more resilient then digital phones.**
  - **IP Phones can be easily converted to VPN phones in order for easier home working. 96xx and 96x1 IP Phones allow for an easy toggle on/off VPN feature. Older models such as 5610 require a manual process to convert from IP to VPN in order to update firmware. Thus, making 56xx phones harder to manage.**
- **Migrate Your 4600/5600 Series**
  - **5600 Series gray screens are hard to read or see at a glance. 96x1 Series have easy to use green/red busy lamp fieds.**
  - **Go paperless! 4600 series all use paper inserts.**
- **Additional Benefits:**
  - **Full Duplex Speaker Phones**
    - **96x1 Series IP Phones (9608, 9611, 9621, 9641)**
  - **No Handset Lifters Required!**
    - **Older models such as 4600 and 5600 series required handset lifter for headset to pickup and hang-up.**

Migrate to IP Phones
J Series IP Series

⮑ **Migrate to J Series IP Phones**
   - Similar to 96x1 series; however, provide lower cost IP Phones options.
   - J129: 10/100. All other models J139, J169 and J179 support 10/100/1000.

⮑ **Migrate Your 4600/5600 Series**
   - 5600 Series gray screens are hard to read or see at a glance. 96x1 Series have easy to use green/red busy lamp fields.
   - Go paperless! 4600 series all use paper inserts.

⮑ **Additional Benefits:**
   - Full Duplex Speaker Phones
     - J Series IP Phones
   - No Handset Lifters Required!
     - Older models such as 4600 and 5600 series required handset lifter for headset to pickup and hang-up.
   - WiFi Support
     - J129 and J179 can add optional J100 Adapter making the phone Wireless; thus, not requiring Network cable. However, local power supply is required.
   - BlueTooth Support
     - J179 can add optional J100 Adapter making the phone Bluetooth supported. R11 FP4 Required.

⮑ **Investment Protection:**
   - Avaya supports the below platforms. This means more flexibility down the road. Broadsoft is the number 1 public cloud platform and J Series can work on these platforms.
   - Other platforms in which J Series can work on include: • Avaya Aura® • Avaya IP OfficeTM • Broadsoft Broadworks R21SP1 • Zang Office R1.0 • Avaya Approved Third Party Platforms

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Headset Compatibility

- ➲ **If you are looking to change out your phones and have a heavy investment into headsets please let your Account Executive know.**
  - Ensure you provide random samples with make and models.
  - When your provide samples please identify what make/model phone it is hooked up to today.
  - These days more businesses are considering wired and wireless (IP Dect or Bluetooth) options.
- ➲ **Examples:**
  - Clients with Plantronics Savi 700 Series, CS500 Series or Voyager Legend CS utilize a Plantronics APV66 (38633-11) Adapter for 2410, 4610, 4620, 4621, 4622, 4630, 5420, 5610, 5620 and 5621. An APV63 (38734-11) Adapter is required to connect to 96xx Series, 1608 or 1616 IP.
  - Clients with Jabra Headsets such as Jabra PRO 9470 NB, 9465 NC, 9460 Mono NC, 9460 Duo NC and Jabra Pro 9450 NC can be reused with the appropriate Jabra Adapter. Examples include:
    - Avaya 1608, 1616 and 96x0 Series: Jabra EHS Adapter 14201-35
    - Avaya 1408, 1416, 94xx, 95xx, 96x1, and H175 Video Phone: Jabra EHS 14201-33
    - Avaya 2420, 4610, 4620, 4621, 4622, 4630, 5420, 5610, 5620, 5621: Jabra EHS Adapter 14201-19
    - Avaya 6416, 6424, 2410 and 5410: Jabra EHS Adapter 14201-20
- ➲ **Commonly Asked Questions:**
  - Can I reuse my headsets?
    - Follow the steps above and your account manager can help. As a side note, rechargeable headsets have an internal battery that might not be retaining sufficient charges; thus, might be a good time to replace.
  - Can End Users bring their Bluetooth compatible headset in or do you have Bluetooth Compatible Options to utilize with their desk and/or IP Softphones?
    - Today, we are receiving more requests to have Bluetooth enabled phones.
      - Avaya Intrinsic Bluetooth Include: 9641G (Please note: Very few pre-2018 Avaya phones can have optional Bluetooth support with optional adapter. Adapters can no longer be sourced and are extremely rare on secondary market).
      - Avaya J Series Bluetooth Option: Avaya J179 users can add J100 Series Wireless Module (700512402 @ $72) to enable Bluetooth. Clients must have minimum R11 FP4 (March 2019) as J100 4.0.0 Software Required.

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Major Feature Enhancements Your Business Can Benefit From

IP Office Release 5 Enhancements

Standard and Licensable Features

Introduction of One-X Portal

- **What is it?**
  - Web server that allows end users to gain more call control on the desktop. This is not an IP Softphone, this is strictly call control. This is the foundation of future innovations for Avaya IP Office.
- **Some Benefits Include:**
  - User Call Control.
  - Call Logs that don't disappear like Phone Manager Lite or Pro.
  - Web Server; thus, no application required to be installed/updated.
  - Browser access allowing Windows and Apple users.
- **Any Gotchas:**
  - Available with purchase of End User License Bundles; however, multiple end user bundle options made available that provide additional entitlements to users.
  - Application Server OS required; thus, scenarios with 1-5 users may not be cost effective.
- **True Business Applications:**
  - Businesses that don't want to update desktop applications for call control.
  - Provides real time user status updates on your PC.
  - End users who forgot to turn on Forwarding can login remotely.

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Introduction of One-X Portal

SIP Trunking Enhancements

- **What is it?**
  - SIP Trunking allows clients to optimize their dialtone plans by leveraging SIP Trunks over their internet/bandwidth connections. SIP Trunks are the evolution of POTS lines (analog trunks) and PRI or dynamic T1 voice PRIs. This has provided clients with more options for calling plans with their service provider and it allows easier scalability and growth without expensive hardware.
- **Some Benefits Include:**
  - Get out of area or out of state area codes and/or prefixes on the same circuit.
  - More reliable service than older traditional service as less points of failure on older technology.
- **Any Gotchas:**
  - Clients who are considering SIP Trunks should speak with Converged Account Manager for best recommendations. SIP Trunks should always have Session Border Controller in place for optimum voice security as SIP Trunk hacking has become more prevalent.
  - Client needs to have sufficient bandwidth in order to support.
- **Converged Phone Service Analysis**
  - Contact your Account Manager for details on how we can help review your dialtone and internet bills in order to optimize your monthly service provider expenditures.
- **Introduction**
  - SIP Trunks became available with R4.0; however, IP Office continued to improve SIP Trunking supportability; thus, clients have more options for SIP Trunk providers as IP Office matured.

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IP Office Release 6 Enhancements

Updated Processor IP500v2

- ➲ **What is it?**
  - New updated modular gateway that allows for faster replacement as it leverages SD technology.
- ➲ **Some Benefits Include:**
  - Combo Card introduced to provide digital and analog extension ports, IP resources, and outside lines all in one. This provides clients with a less expensive way to roll out a handful of internal IP or remote IP/VPN phones.
  - Clients who have Avaya Partner systems can migrate to Avaya IP Office and reuse handsets (6D, 18D, 34D) as Partner edition software is available.
  - New 1400 series digital phones and 1600/9600 series phones released.
  - SD technology stores updated CFG and BIN (firmware) files for easy processor change out if IP500v2 fails.
- ➲ **Any Gotchas:**
  - None.
- ➲ **True Business Applications:**
  - Clients who have digital phones that want to deploy 1 or 2 IP phones for home working becomes a very cost effective task.

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Legacy Avaya/Lucent Partner Customers

- **What is it?**
  - Businesses that have older Avaya Partner system can effectively reuse certain sets as well as have access to a limited legacy feature set.
- **Some Benefits Include:**
  - Investment protection with ETR 6D, 18D, and 34D.
  - IP Office architecture is the foundation for migration to newer sets/system.
- **Any Gotchas:**
  - None.
- **True Business Applications:**
  - There are no feature benefits.
  - Avaya Investment Protection.

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Softphone with Video Allowed

- ⟳ **What is it?**
  - A software application that allows you to have access to all your phone features without having a desk phone. For internal office users, voice will ride over internal network. For extension office users, end user must have VPN access to the corporate network and a good quality internet connection. This solution is the replacement for clients using Phone Manager IP softphone.
- ⟳ **Some Benefits Include:**
  - Login anywhere and make/take phone calls.
  - See end user busy status easily.
  - Microsoft Outlook Plug-in for Outlook intensive users to launch.
  - Individuals using this Softphone can perform point to point video. Multi-party video requires additional video center solution.
- ⟳ **Any Gotchas:**
  - The quality of voice calls is based on the PC the application is loaded on and connectivity to the phone system. If your PC is already slow performing and/or locks up frequently this may not be an ideal solution.
  - End user is encouraged to purchase a good quality Bluetooth/usb headset/mic.
  - Requires additional end user license.
- ⟳ **True Business Applications:**
  - Makes remote/mobile working easy.

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Softphone with Video Allowed

IP Office Softphone with dialpad, active call and Call Log (History)

Deskphone buttons for IP Office Features

IP Office Directory Sample

Video Picture: Active Video Call with self-view

IP Office Softphone in smallest mode

VPN Phone Improvements

- ⮕ **What is it?**
  - The VPN phone was introduced as a licensable option in R4.x for individuals that wanted a remote or home phone similar to their desk phone. However, with the introduction of R6.x, enhancements to VPN phone technologies allow easier a addition to VPN phones through the use of 96xx series phone by a simply toggle button. The VPN phone provides a secure voice tunnel to the core client firewall and connects the phone as if it were an extension off the phone system.
- ⮕ **Some Benefits Include:**
  - Add remote/home workers easily.
  - While IP Softphones quality and performance is based on the PC, the VPN phone allows you to control more by having a physical phone connected to your system.
  - Eliminates purchasing an expensive firewall for small or home office.
  - One you have a licensed IP Phone you can convert it to VPN without additional costs.
- ⮕ **Any Gotchas:**
  - The quality of voice calls is based on the remote environment (ie internet, use, etc).
- ⮕ **True Business Applications:**
  - HR Tool:
    - Businesses can easily implement a work from home strategy that is cost effective.
    - You can effectively hire individuals further from your office.
  - Handle staff emergencies or address weather issues.
  - Increase your hours of operation and connect offices anywhere for a lower cost.

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Backup Voicemail

- ➲ **What is it?**
  - – Have you ever had problems with your Voicemail PC/Server? Spin up an identical Voicemail Server to recover from a primary voicemail failure.
- ➲ **Some Benefits Include:**
  - – Backup voicemail solution.
  - – No additional voicemail licensing required.
  - – Voicemail can be located anywhere on the corp WAN.
- ➲ **Any Gotchas:**
  - – Server OS is required on all Voicemail stores.
- ➲ **True Business Applications:**
  - – Preventing voicemail outages can help any business as voicemail attendants and mailboxes are critical to all businesses.

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Backup Voicemail
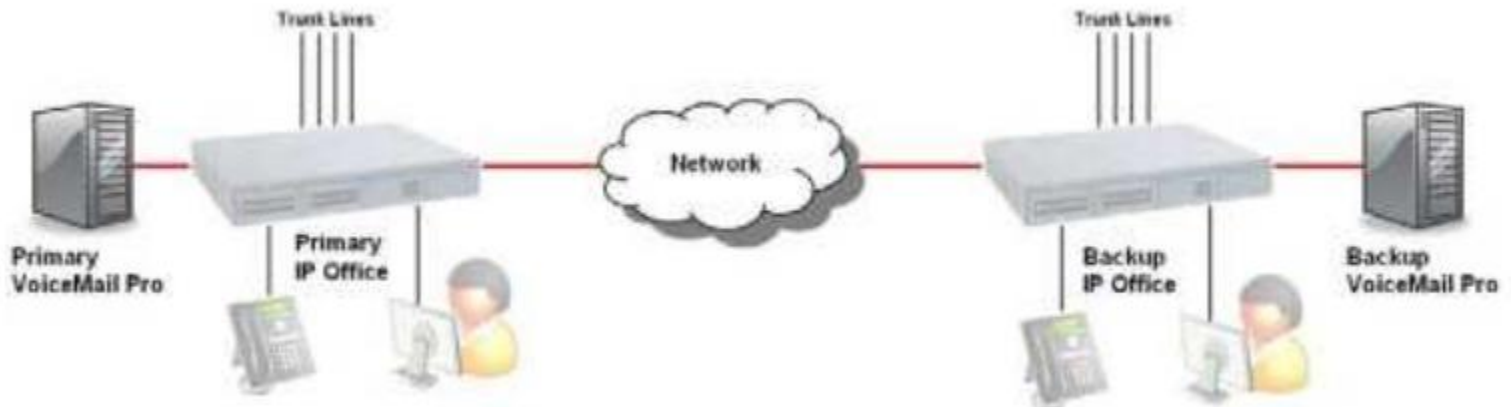
Multi-Site Distributed Voicemail

- **What is it?**
  - Businesses that have multiple sites that require a shared resource setup which IP Office calls Centralized Voicemail (CVM) and Small Community Network (SCN) can effectively place a local repository to provide remote sites access to local voicemail resources in order to decrease WAN traffic and more effectively provide alternative solution to WAN, internet, and primary voicemail failures. Distributed Voicemail (DVM) allows local Server repository placed in a multisite network.
- **Some Benefits Include:**
  - Reduce WAN traffic.
  - Provide local voicemail redundancy.
- **Any Gotchas:**
  - Time Zone stamps are supported until a later release.
  - Server OS is required on all Voicemail stores.
  - Voicemail PRO licensing required at each distributed site.
- **True Business Applications:**
  - HR Tool:
    - Businesses can easily implement a work from home strategy that is cost effective.
    - You can effectively hire individuals further from your office.
  - Handle staff emergencies or address weather issues.
  - Increase your hours of operation and connect offices anywhere for a lower cost.

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Multi-Site Distributed Voicemail
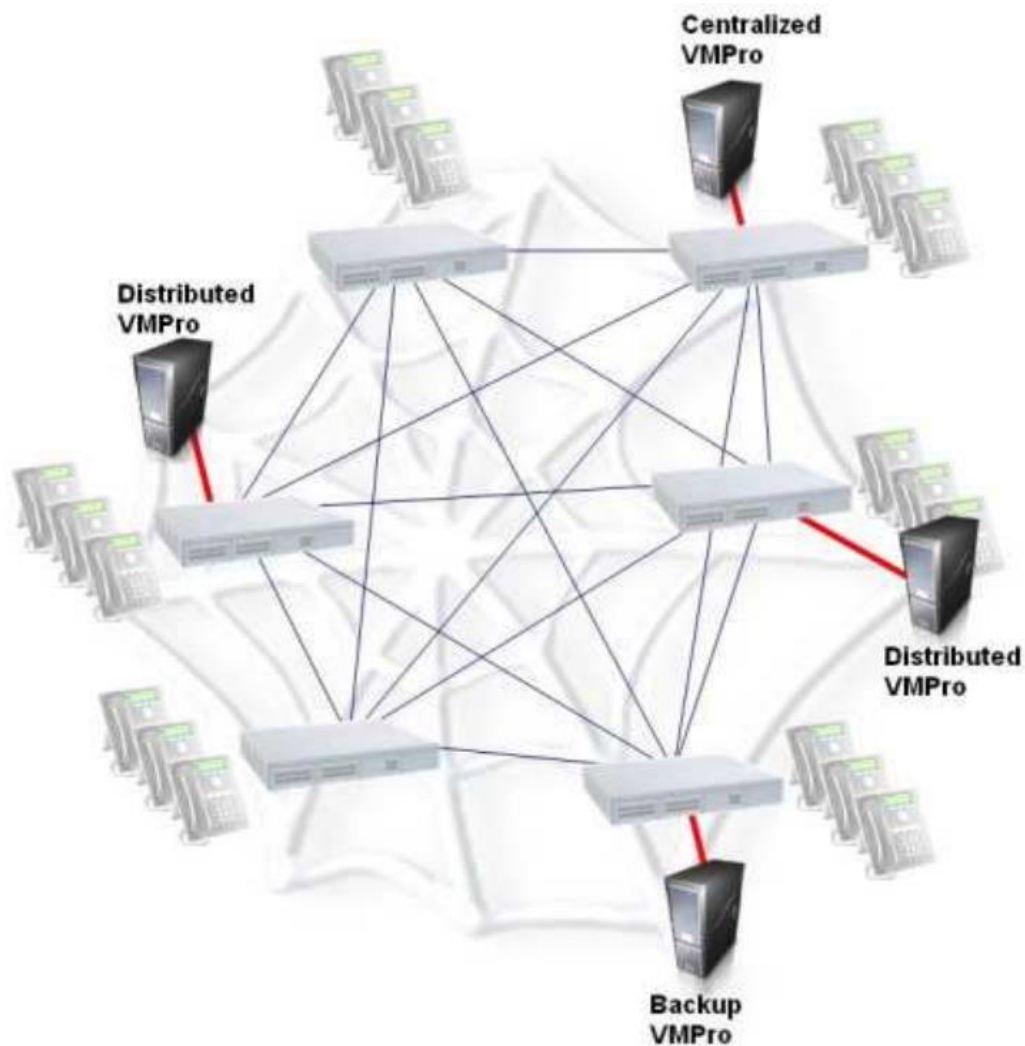
IP Office Release 7.0 Enhancements

Standard and Licensable Features

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Legacy Nortel BCM Customers

- ➲ **What is it?**
  - Businesses that have older Nortel systems can effectively reuse certain sets as well as have access to a limited legacy Nortel features or use IP Office features.
- ➲ **Some Benefits Include:**
  - IP Office architecture is the foundation for migration to newer sets/system.
  - Investment protection as digital series M7100, M7208, M7310, and M7324 can be reused as well as IP series 1100, 1200, 1120E, and 1140E.
- ➲ **Any Gotchas:**
  - None.
- ➲ **True Business Applications:**
  - There are no feature benefits.
  - Avaya Investment Protection.

One-X Call Assistant

- **What is it?**
  - Allows click to call from your desktop as well as toaster pop on inbound for One-X portal users.

- **Some Benefits Include:**
  - Easy of use for One-X users.

- **Any Gotchas:**
  - Application to install locally to provide click to call functionality.

- **True Business Applications:**
  - Enhances One-X users speed.
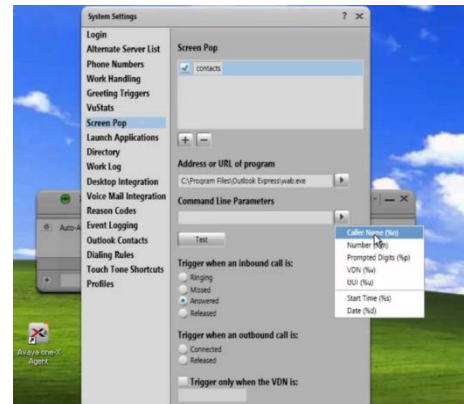
IP Office Release 8 Enhancements

Standard and Licensable Features

Mobile Twinning Free for All Users

- **What is it?**
  - In the past, when an end user needed to run out in the field Remote Call Forward (RCF) feature was initiated from the Telephone device. Callers would call your extension and if RCF was turned on it would re-direct the caller to another number (typically your cell phone). The recipient would get the Caller-ID of your business and not the original caller.
  - Mobile Twinning intelligently bridges your mobile device and your desk phone and pushes out the Caller-ID of the caller. This way recipient can answer accordingly.
- **Some Benefits Include:**
  - Staff no longer should give our Cell phone numbers. Keep in mind giving out you're the cell phone increases business liability as well as you can potentially lost the client if that Staff member moves on.
  - Redirect nuisance or specific calls to reduce call handling.
- **Any Gotchas:**
  - Mobile twin requires PRI or SIP trunks.
  - Mobile twin, like RCF, ties up 2 trunks or lines (1 inbound and 1 to connect end user).
  - If the caller blocks the Caller-ID wont be passed through.
- **True Business Applications:**
  - Automotive where sales team doesn't have a desk or is roaming the showroom/lot.
  - Business that provide after hours services to connect with on-call staff or Emergency hotlines for Emergency services need to see Caller-ID of caller.
  - Business that want to address work from home challenges- ie doctors appts, weather, etc.
  - Running late to the office take a call on your cell and one touch button on your desk phone can grab the call back. In addition, don't run late to an appointment in the field one touch to push out to your cellular device.

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Coaching/Silent Intrusion/Whisper Page

⭢ **What is it?**

  – Train your staff more effectively and provide additional support. This feature allows you to Whisper in the End Users ear without the caller hearing.

⭢ **Some Benefits Include:**

  – Better coaching and support.

  – Individuals who are already using Avaya IP Office features such as Call Supervision, Listen, Barge, and Steal can easily benefit from this feature.

⭢ **Any Gotchas:**

  – None.

⭢ **True Business Applications:**

  – Help provide support to new staff during training.

  – Businesses that have Call Centers or Sales Centers can more effectively handle clients and prospects on first contact.

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Multi-time Zone Support

⮑ **What is it?**

- For clients with multiple locations who are centralizing or intend on centralizing resources should ensure time zone considerations are addressed if your offices are in different time zones.

⮑ **Some Benefits Include:**

- Voicemail message is stamped with correct time/date.
- Individuals who are already using Avaya IP Office features such as Call Supervision, Listen, Barge, and Steal can easily benefit from this feature.

⮑ **Any Gotchas:**

- None.

⮑ **True Business Applications:**

- Businesses that intend to expand to other location(s) can comfortably expand.

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One-X Portal Enhancement: Microsoft Outlook Plug-In

One-X Portal Enhancement: Salesforce Plug-In

Avaya Conference Phones Introduced

⮕ **What is it?**

– Avaya's updated conference phones to provide enhanced audio.

⮕ **Some Benefits Include:**

– IP and Analog versions available.

– Wired and wireless options available.

– Wireless IP version made available Q1 2016.

⮕ **Any Gotchas:**

– None.

⮕ **True Business Applications:**

– Clients who have leveraged Polycomm conference phones can receive the same and better quality; however, with a lesser pricing point than the traditional Polycomm phones.

IP Office Release 8.1 Enhancements

Standard and Licensable Features

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Introduction of Server Edition

- **What is it?**
  - Clients can elect to upgrade to IP500v2 core design for environments that require under 384 endpoints and standard call server redundancy and up to 64 networked sites.
  - Server Edition was introduced for clients who have larger single site or multisite environments. Clients can elect for true IP to IP design by leveraging SIP trunks and IP endpoints. If primary server fails, clients can elect to purchase secondary server to have full feature failover (voicemail failover is allowed in R9.1). For small or remote offices, clients can elect to introduce local IP500v2 gateways or Expansion Servers for local dial tone and local redundancy if internet, WAN, or Primary Server was unavailable.
- **Some Benefits Include:**
  - Increased redundancy as more reliable design with Avaya Servers. With R9.1 clients can elect to install Server Edition software on their own VMWARE infrastructure or elect to purchase a privately Converged hosted fully managed solution.
  - Better license management as clients with multiple sites use to have to license locally; whereas, Server Edition allows centralized license management.
  - Increase capacities for everything.
  - 96xx/16xx series IP phones can fail to other nodes within Server Edition design.
- **Any Gotchas:**
  - Single site clients that want to migrate to new Server Edition design can migrate most licenses as new Server Edition utilizes new licensing structure. Special Converged discounts applied for items not migrate able.
  - Clients that require traditional digital or analog device or that require traditional dialtone POTS or PRI will still leverage IP500v2 gateway to connect. For environments that require a single pots or single analog device can leverage a ATA (analog terminal adapter) to convert IP to TDM. Your Converged designer works with you for most optimum design based on your scenario and carrier service agreements in place.
- **True Business Applications:**
  - Reduce business downtime.
  - Centralize licensing allows you to apply licenses as needed to remote locations.

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IP Office Release 9.0 Enhancements

Standard and Licensable Features

Introduction of E159, E169, and H175 desk phone

- **What is it?**
  - Clients that have a mobile device or smartphone intensive office can leverage.
- **Some Benefits Include:**
 - Centralize all communication apps on your mobile device.
- **Any Gotchas:**
  - None.
- **True Business Applications:**
  - Use your mobile device anywhere and have the desk phone look and feel. This allows all users to feel comfortable.

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One-X Mobile Single Connect

- **What is it?**
  - Allows end users to download an APP and utilize as a softphone. Audio path goes over secure internet using 3G/4G/Wifi.

- **Some Benefits Include:**
  - Full One-X Portal features.
  - Calls over the internet can save on usage fees.
  - Dual connect users tie up 2 call path on the system.

- **Any Gotchas:**
  - Not cost effective for under 5 users.

- **True Business Applications:**
  - Make your mobile phone a true end point.
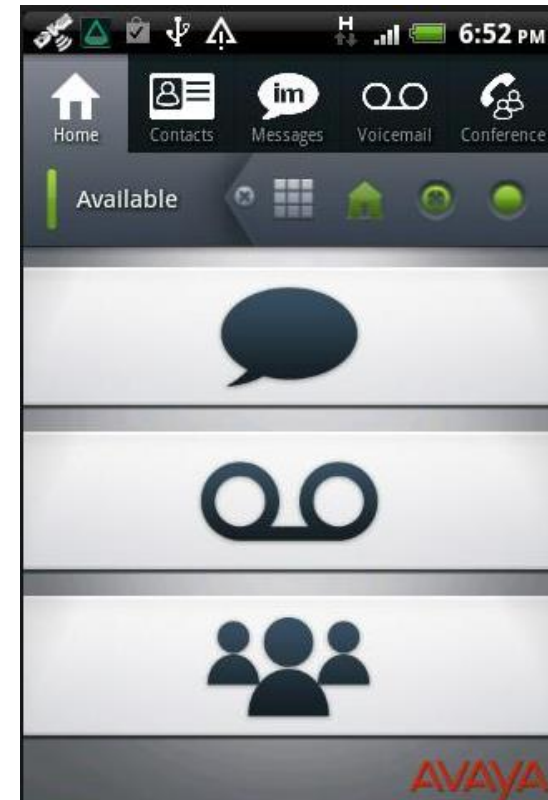
Avaya Session Border Controller and SIP Security Enhancements

➲ **What is it?**

– More hackers have been compromising SIP trunks that provided dial tone to clients; thus, an SBC can be used as a voice security appliance to prevent toll fraud over SIP Trunks.

➲ **Recommended For:**

– Clients with SIP dialtone.

– Clients who are leveraging over the internet technologies such as One-X Mobile Connect. Cell phones can gain access to phone system securely over the internet to make calls as if they were in the office using WIFI or 3G/4G optimizing calling plans.

➲ **Any Gotchas:**

– None.

➲ **True Business Applications:**

– SIP Trunk Security Appliance.

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Avaya IP Office Contact Center (IPOCC)

- **What is it?**
  - Clients who have Call Center or Contact Center requirements can leverage Avaya Enterprise Contact Center features for their IP Office.
- **What's the difference between a Call Center Solution vs. Contact Center Solution?**
  - A Call Center solution provides realtime and historical reporting of your call center agents. However, no call control actual occurs in this solution. Some clients also leverage Call Recording in this solution. In essence, these are reporting only solutions without increasing functionality.
  - Contact Center solutions provide more robust functionality than Call Center solutions. Here are few things that Contact Center solutions offer:
    - Skills Based Routing
    - Multimedia/multichannel routing
    - Allowances to perform screen pops
    - More granular control of the call.
    - IPOCC offers free call recording in the solution.
    - Workforce management can be made easier with additional WFO module.
- **Any Gotchas:**
  - Agents call control is extended over the desktop and no longer on the phone.
- **True Business Applications:**
  - Clients who are concerned with the overall customer experience can leverage Contact Center solutions.

IP Office Release 9.1 Enhancements

Standard and Licensable Features

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Voicemail to Email Secure Support

- ⮕ **What is it?**
  - Voicemail to Email
  - Based on the rapidly evolving Cyber Security landscape as well as Microsoft Office 365 and Google for Business, email security requirements have improved.
  - June 2018 TLS 1.2 is recommended for email security; thus, older IP Offices stopped supporting voicemail to email. Or client is required to be on a more current version of Microsoft Exchange Server.
- ⮕ **Some Benefits Include:**
  - More security connection.
- ⮕ **Any Gotchas:**
  - Clients must provide supported email account.
- ⮕ **True Business Applications:**
  - For an annual upcharge of $48.00 per user per year, end user can receive text transcription via email.
  - Get your voicemail in your inbox.

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Location Profiling for Remote Workers and Location Resilience

- **What is it?**
  - When deploying an IP home or remote phone and if the end user needed to dial 911 what happens?
  - Location profiling allows you to provide a group of phones a handful of features. More importantly when IP remote phones were to dial 911 it was harder to provide 911 solutions.
  - For businesses with multiple sites and/or a good number of IP phones can elect for Server Edition select and pick their failover points. For Server Edition, multiple sites and/or IP phones have pre-defined fail point to secondary server. This option provides more flexibility.
- **Some Benefits Include:**
  - Location profile is a standard feature.
  - More flexibility to multisite setups and flexibility to grab alternative dialtone.
- **Any Gotchas:**
  - Out pulsing the Caller ID of the 911 call as well as 911 services is based on your local provider and 911 service center.
- **True Business Applications:**
  - Provides more options for multisite and remote working designs.

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Avaya Communicator for Web: Esna

➲ **What is it?**

– Esna allows integration from IP Office to cloud applications such as Google, Salesforce, Office 365, Lync/Skype and more.

➲ **Some Benefits Include:**

– Connect your cloud apps to increase productivity and efficiecy.

➲ **Any Gotchas:**

– None.

➲ **True Business Applications:**

– More and more businesses are using salesforce, this allows users to work within the salesforce application to launch and log phone calls.

Avaya Communicator for Web for IP Office

- Communication enables cloud-based business applications

- Embeds browser-based real time communications in

  - Google Apps

  - Office 365

  - Salesforce.com

  - Google Chrome

  - Internet Explorer
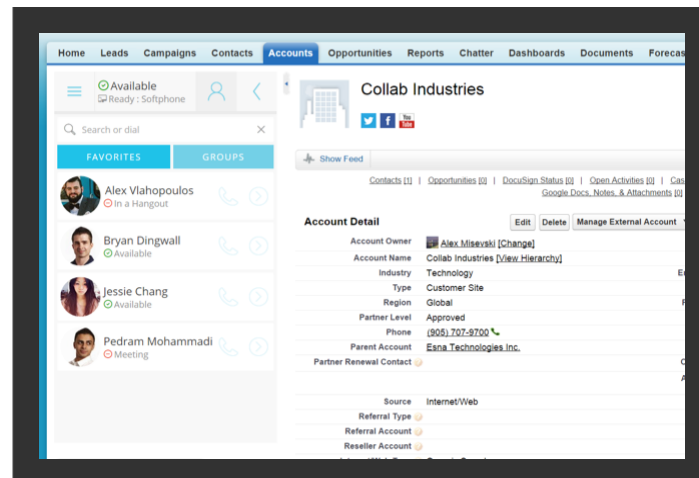
Web Management for Admin and End Users

⮕ **What is it?**

- With R9.1 clients can elect to utilize web browser.
- Administrators still use IP Office Manager for full features; however, web browser admin has been enhanced to do more with a browser.
- End users can modify their endpoint device through a browser; however, for some environments providing end users access to changing end user features on the fly.
- More control than alternative public cloud solutions as this allows clients who privatize their IP Office in a data center or who elect for Converged IP Office cloud.

⮕ **Some Benefits Include:**

- Remotely access features easier from any workstation.
- Complete more real time changes.
- End users have the power to make changes reducing your admins change requests.

⮕ **Any Gotchas:**

- If you provide end user access, you may have more help desk tickets.

⮕ **True Business Applications:**

- No feature enhancement.

Web Management for End Users

- Customizable End User Self Administration

    - Button Programming

    - Voicemail

    - DND

    - Forwarding

    - Mobility

    - Personal Directory

Centralized Control and Increased Resiliency with Server Edition

- ➲ **What is it?**
  - Clients who are upgrading IP Office have upgrade 2 paths to choose from:
    - IP500v2 Core Design
    - Server Edition Core Design
- ➲ **Some Benefits of Server Edition (SE) Core Strategy Include:**
  - Increased Resiliency:
    - Clients with SE leverage a RAID1 Call Server or can elect to install on VMWARE.
    - SIP Trunks and IP Phones can re-register to another Node on the network.
    - Clients can elect to have Secondary Server located at same site or at another site or data center that will be active if Primary Server fails. Client can also have traditional IP500v2 gateway leveraged if needed.
  - Increased Capacities:
    - Select Edition allows for growth up to 3,000 endpoints and up to 155 sites.
    - Standard Server Edition simply provides additional capacities on features such as larger audio bridges, bigger group paging capabilities, and more.
  - Centralized Management for Clients with Multiple Sites:
    - Centralized License Management: Clients with multiple sites now can license the Primary Server and move licenses between sites easily.
    - Centralized Administration: Clients no longer have to separately administer sites.
    - Centralized Application Management: Single server for Voicemail PRO, One-X, and IP Office Call Server.
  - Reuse IP500v2
    - Client can leverage their IP500v2 as a local node off the SE design for local survivability and connecting traditional dial tone (POTS/PRI) and connecting traditional end points (analog phones and digital phones).
- ➲ **Any Gotchas:**
  - None.
- ➲ **True Business Applications:**
  - Increased resiliency.
  - Multiple site clients can benefit more for SE technologies.

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IP Office Release 10.x Enhancements

Standard and Licensable Features

Improved Architecture

- **Improved Security.**
  - Enhanced password policies.
  - Supportability from remote secure gateways.
- **Stronger Virtualization Support extended to:**
  - Hyper-V Support
  - AWS
  - KVM
- **Active Directory Integration Enhancements including:**
  - One-X Outlook Plug now allows for LDAP (Active Directory) dialing.
  - Server Edition synchronization.
- **32 Music on Hold Sources for businesses that require different brand messaging.**

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IP Dect 4.0

- **What is it?**
  - Wireless phones over IP Dect private network. Signal does not interrupt WIFI traffic as on different frequency.
- **Some Benefits Include:**
  - Allows staff to roam campus.
- **Any Gotchas:**
  - Separate wiring/switching network required as doesn't share data network.
- **True Business Applications:**
  - Businesses that require mobile solutions with similar functionality to desk phones leverage IP Dect wireless phones.

IP Office Release 11.x Enhancements

Standard and Licensable Features

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General R11 Updates

○ **Improved Resiliency**

- IP Office Server Edition Select designs allow for WebRTC Resiliency.
- Simultaneous anywhere feature allowing WebRTC users to be configured anywhere in the solution (Primary, Secondary, Expansion Units, or IP Office SCN).

○ **DECT Scalability (DECT R4 Editions 6)**

- Dect endpoints on Server Edition increase from 384 to 750.
- RBS increases from 128 to 256 and no longer have 5 RBS Compact limitation.

○ **Improved Hypervisor Support**

- Improvements have been made to support VMWare ESXi 5.5 U2+, 6.0, 6.5, Microsoft HyperV on Server 2012R2, 2016, and Amazon AWS AMI. Limited support on KVM.

○ **Cloud Operations Manager (COM)**

- Allows Converged/Stratosphere to provide multi-customer management via single unified management portal allowing management of up to 3000 IP Office Nodes and 1000 customer instances.

Introduction of J Series Phones

- **What is it?**
  - New series IP Phones J129, J139, J169 and J179.
- **Some Benefits Include:**
  - J169 and J179 support "CCMS over SIP" to allow support of legacy phone features as well as have dual 10/100/1000. Both have 8 BLF. J169 has grayscale; whereas, J179 is color. J179 supports optional J100 Wifi/BT adapter supported in R11 FP4. J179/J100 can support wired and wireless failover.
- **True Business Applications:**
  - IP Phones that are more flexible as has multiplatform support and Broadsoft support.
  - J129 and J139 are less expensive Avaya IP desk phone options.

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Introduction of Equinox

- **What is it?**
  - Meetings as a Service allowing for voice, video, and web collaboration.
- **Some Benefits Include:**
  - Allows for collaboration from web, mobile and option for outside users.
- **Any Gotchas:**
  - Bandwidth and network considerations for outside utilization. H.264 High Profile codec utilized for optimum experience and optimize bandwidth utilization.
  - SBC for outside security required.
  - Power User, and SBC pre-requisites to support audio and video calling in R11.
  - For non company users, Avaya Zang can be added in R11.
  - Zang Spaces can be used to integrate Instant Messaging + video platform if required in R11.
- **True Business Applications:**
  - Businesses that spend money on web collaboration tools.

Introduction of Equinox

AVAYA'S RICH, NO-COMPROMISE, TEAM ENGAGEMENT SOLUTION ENABLING USERS TO TRULY COLLABORATE ANYWHERE FROM ANY DEVICE, ACROSS ANY CHANNEL

	On Premise (With Avaya One-X + Power User)	Cloud (With Avaya Zang)
Full UC	Team Engagement	Hybrid Models
Conferencing	Over The Top	Meetings Online
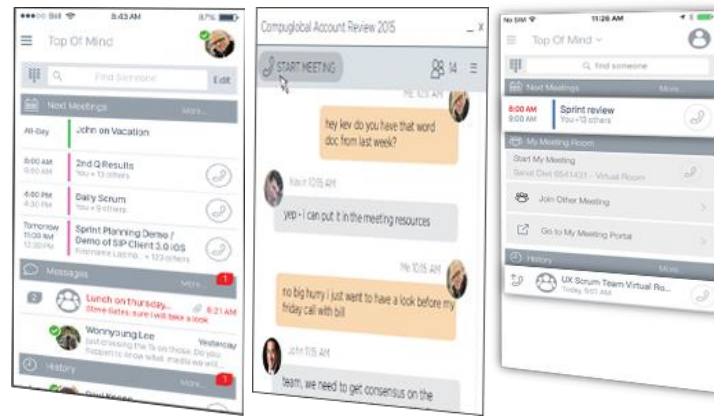
Introduction of Vantage 175

- **What is it?**
  - Multimedia device supporting video a[nd] audio calling.
- **Some Benefits Include:**
  - Communications all in one. Future enhancements will come.
- **Any Gotchas:**
  - Hot desking not supported today.
  - Avaya SBCE required for out of office deployments.
- **True Business Applications:**
  - Device that allows for communication.

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Introduction of Media Manager

⮕ **What is it?**

  – Call Recording solution.

⮕ **Some Benefits Include:**

  – Easy call recording search and playback.

⮕ **Any Gotchas:**

  – No migration of data from Contact Store.

⮕ **True Business Applications:**

  – Economical call recording without 3rd party application requirement.

  – Allows for more flexible archiving to NAS or cloud storage.

Whats Next?

Questions??

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