

## Communications Solutions for Accountants

Avaya IP Office delivers the communications capabilities today's accounting firm needs to:

- Save time and money
- Simplify remote communication and collaboration
- Increase billable hours



### Communications that builds business

Perhaps no profession needs the flexibility that's possible with today's communications more than accountants.

Whether they are providing basic bookkeeping and payroll services or strategic cash and financial management, accountants working side-by-side, on location with their clients thrive on the ability to easily connect and collaborate with colleagues, other professionals, other clients, etc.

But simply making and receiving calls is just the start of what a communications system can do for today's accountant. The right communications system will also enable your firm to

- Save time and money by reducing mundane administrative tasks such as tracking billable hours

- Make it easy for staff to be reached instantly, regardless of client location, supporting collaboration on demand
- Ensure business decisions are sped up (not held up) due to inflexible communications systems.
- Implement work-at-home policies that really work

IP Office easily adapts to your goals and budget and provides individual user productivity solutions for each of your employees—whether it's your receptionist, accountants working on location or home telecommuters. Helping small to mid-sized accounting firms use communications to grow business and lower operating expenses has made Avaya the global leader in business communications systems. If that's what you want for your accounting firm, it's time to take a close look at Avaya IP Office.

Learn More About Avaya IP Office:

- ▶ Watch a Demo
- ▶ Calculate Your ROI in 5 Minutes
- ▶ See Customer Stories

Go to [avaya.com/small](http://avaya.com/small)

# IP Office: Simplifying Communications



**“Reach me anywhere”:** Because accountants are away from their offices much of the time, the result is often endless rounds of telephone tag and confusion over how best to reach them. Avaya IP Office can eliminate the problem by having everyone give out just one number—your firm’s main number—and then automatically routes all calls to the accountant or staff member’s mobile, home, or other phone. Clients only need to remember one number. Because, all phone contact goes through your main office number—and not personal numbers—it builds the image of your firm and provides more customer control. Accountants can easily screen out unimportant calls and have voice messages and/or faxes automatically routed to their intelligent mobile device.

**Conference easily, control costs:** When something needs to be decided and time is at a premium, IP Office makes it easy to get all the parties on the line using its built-in private, secure conference bridge. Accountants can instantly set up a conference call anytime, anywhere, using any phone. Because IP Office provides two

64-port conference bridges, your firm can have multiple conference calls occurring simultaneously. In addition to the audio call, you can broadcast documents (i.e., web pages, documents). This is not only convenient—it’s a money-saver: it eliminates the fees you pay to outside conferencing services. A firm that holds just a couple of conference calls a day will see a rapid return on its investment.

#### **Communications for independent contractors:**

Many firms today have specific work-at-home policies and also contract out to independent contractors who work from home. Because the Avaya solution is an IP-based system, these staffers can be equipped with an IP phone or a softphone on their PC—and be fully wired into the firm, with all the call handling capabilities they would have if they were in the office. This makes it easy to take advantage of qualified people for short periods of time.

**Simplifying internal communications:** IP Office also simplifies internal communications: set up distribution lists to automatically route voice mail messages on a regular basis. Let everyone know of new policies and regulations that affect client services.

**Allocating costs, tracking time:** In any accountancy, a major portion of all billing is for work performed over the phone. Accounting for phone time can be a challenge—particularly when mobile phones are involved. Avaya IP Office makes it easy—instead of manually tracking time and calling costs, IP Office (through optional call accounting capabilities) can gather the information automatically and provide you with regular reports you can use directly with clients.

**Simple, low cost administration:** IP Office takes the hassle out of reconfiguring your communications system to keep up with staff changes or to add or relocate phones and other devices. If a member of your staff leaves, or you want to set up communications on another device or in another location (including a home office), just plug in and power on—IP Office automatically reads the IP address of the device.

**Share resources:** If you have multiple locations, you can also easily manage all systems from a single Windows-based interface (no travel costs). You can also pool call handling resources to enable shorter hold times and more qualified agents handling the calls. Also share your messaging system and company directory across locations.

# Flexible Options for Accountants

## Essential Edition



*"I just need basic communications."*

Help keep your costs down and get all the essential call handling capabilities—IP Office Essential Edition is the perfect communications starter kit for your accounting firm.

All the "must haves" your firm needs (call routing, Caller ID, hold/conference/transfer, voice mail) plus a great selection of Avaya phones.

When you are ready, move up to the Preferred Edition.

## Preferred Edition



*"I want to make my staff more responsive and professional."*

Get the communications capabilities that will give your firm a competitive edge...as well as the built-in capacity you need to keep growing.

**What's Included:** Ten times more call handling and voice messaging capacity than Essential Edition plus automated service prompts (wait time, special announcements, etc.) as well as call recording for keeping tabs on how well customers are being handled on the phone.

## Advanced Edition



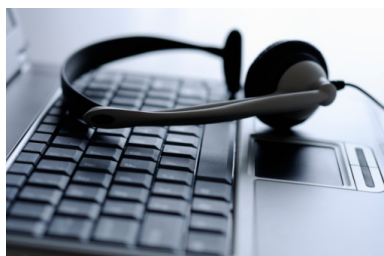
*"Give me the tools to serve customers more effectively."*

For firms that take customer service seriously and want to be the best. You get everything in the Preferred Edition plus powerful tools for managing your center.

**What's Included:** Automated self-service options—for providing directions, car/order status and more. Automated service alerts that let you know when service thresholds (i.e., wait times, calls on hold) have been exceeded. Advanced call recording options you can use to identify problems and quickly address them.

## ACCOMMODATES YOUR CHOICE OF DEVICES

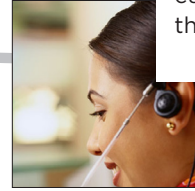
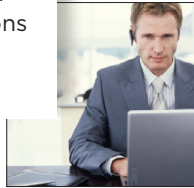
IP Office has the ability to work with IP, digital, analog, SIP or wireless technologies. Use the devices you want, wherever you need them.



# Productivity Solutions For All Your Employees

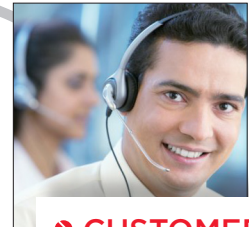
## » POWER USER

Give your executives and managers—anyone using a laptop—the communications tools to maximize their accessibility.



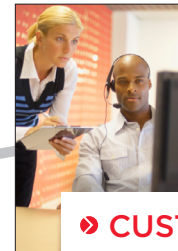
## » RECEPTIONIST

Equip your front desk personnel with easy point-and-click call controls that streamline call handling.



## » CUSTOMER SERVICE AGENT

Equip your firm's call center with the tools to provide prompt, accurate, personal service.



## » CUSTOMER SERVICE SUPERVISOR

Get the reports to judge how well calls are being handled.

## IP Office User Productivity Solutions— Power to Your People

## » MOBILE WORKER

Tools to keep your staff members in touch at all times—wherever they happen to be working.



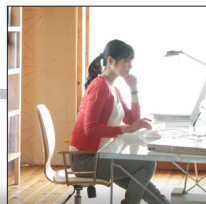
## » OFFICE WORKER

Give anyone using a PC a complete set of tools to help them work smarter and communicate more easily.



## » TELEWORKER

Make any home office a remote extension of your firm—an ideal solution for independent contractors many firms use today.



## About Avaya

Avaya is a global provider of business collaboration and communications solutions, providing unified communications, contact centers, data solutions and related services to companies of all sizes around the world. For more information please visit [www.avaya.com](http://www.avaya.com).

# AVAYA

The Power of We™

[avaya.com](http://avaya.com)

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References to Avaya include the Nortel Enterprise business, which was acquired as of December 18, 2009.

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