

Why Migrate From Avaya Norstar

TO Avaya IP Office 7.0

Improve
Productivity
& Service

Save Money

Enjoy
Mobility

Why

How Your Business Will Benefit

Improve Productivity & Customer Service

- ✦ Does your business have voice mail today? IP Office systems include voice mail so “pink slip” messages are no longer required
- ✦ Since messaging is included, calls can be routed quickly and professionally using the built-in automated attendant
- ✦ Log incoming, outgoing and missed calls using your PC; you can also see who is busy and who is free to take calls; Phone Manager Lite is a free application provided to each user in the IP Office system; a simple software upgrade allows for database integration and screen-pops
- ✦ Browser-based access to call control with the Office Worker, Teleworker and Power User solutions adds the benefit of user presence information and Instant Messaging to enhance collaboration
- ✦ Programmable Call Recording can help increase service to your customers by giving supervisors the tools to improve agent skills; available with IP Office Preferred and Advanced Editions

Reduce Expenses

- ✦ Reuse Norstar digital phones on IP Office R7.0; enjoy a familiar desktop experience and save!
- ✦ With IP Office Preferred and Advanced Editions, all of your locations can be connected together to improve collaboration and to eliminate calling charges between offices
- ✦ SIP trunks can save your business money and offers added services like direct inward dialing – see our [“Flip to SIP” ROI tool](#) to see what your business can save
- ✦ Enjoy the productivity of PIN-protected, Meet-me conference calls for up to 128-parties (64-parties per call), free with IP Office Preferred Edition; saves money over network-based services

Benefit from Mobility

- ✦ Several available methods of One-number access means that calls will never be missed – this means increased service and customer retention
- ✦ Use hot desking, VPN phones and Telecommuter Mode to enable remote or home workers; enables you to draw the best talent regardless of geography
- ✦ Reduce lost time due to weather or illness by enabling home workers with professional tools to conduct business
- ✦ Enhance your company’s image by having all calls answered immediately and professionally regardless of the employee’s physical location

Before and After

Factors	Avaya Norstar	Avaya IP Office
Scalability	<ul style="list-style-type: none"> • 3x8 – 3 lines and 8 users • CICS – 8 lines and 24 users • MICS – 224 users • Networking via OPX and IP Gateways 	<ul style="list-style-type: none"> • IP Office Essential Edition – PARTNER Version R7 can grow to 72 lines and 100 users • IP Office Essential, Preferred and Advanced Editions - Up to 384 users per; up to 1000 users over 32 sites can be cost-effectively networked together over IP
Reliability	<ul style="list-style-type: none"> • Highly reliable but no resiliency offers in multi-site scenarios 	<ul style="list-style-type: none"> • Highly reliable but no resiliency offers in single-site scenarios • Solid state components with no moving parts reduces points of failure and increases resiliency • In multisite environments, software based IP phone, application and voice mail resiliency is available with IP Office Preferred and Advanced Editions
User Applications	<ul style="list-style-type: none"> • Limited off-site mobility offers • Remote working capability is limited which inhibits productivity • No Web-based desktop call control software or call center • No point-to-point video calling support • 3-party ad hoc conferencing is standard; no Meet-me conferencing 	<ul style="list-style-type: none"> • One-number access via Mobile Twinning allows calls to ring simultaneously at the desk phone and a cell phone so the user can take the call at either device; calls can be transferred between devices with the touch of a button; if call goes unanswered, it will cover back to system voice mail – increases productivity • Remote working available with IP Office via Hot desking, Avaya one-X Mobile™, Mobile Twinning, Telecommuter mode and VPN phones (not available on all versions of IP Office) • Web-based call control software allow you to use your PC screen to place and answer calls, log incoming, outgoing and missed calls and provide instant messaging tools and presence status among users; available with Office Worker, Teleworker and Power User solutions; Thin-client access to call center reporting improves access from remote locations; thin-client applications save installation time and cost • Point-to-point video calling standard with Teleworker and Power User solutions enhances collaboration and communication • 128-party Meet-me conferencing standard (64-participants per call) saves money and enhances collaboration
Endpoints and Device Integration	<ul style="list-style-type: none"> • No IP phone support; no SIP phone support • No Bluetooth headset support 	<ul style="list-style-type: none"> • IP, analog, digital, wireless, DECT, Bluetooth and third-party SIP phone support (varies by IP Office version) • Now supports Norstar and BCM digital and IP phones – protect your set investment
Management & Admin	<ul style="list-style-type: none"> • Standard Windows-based administration tool • No multi-site administration tool 	<ul style="list-style-type: none"> • Standard proactive monitoring and alarming (Preferred and Advanced Editions) • Standard IP Office Manager enables configuration and management of Avaya IP Office systems in a distributed network of up to 2,500 IP Office systems (Preferred and Advanced Editions)
Networking	<ul style="list-style-type: none"> • OPX circuits and gateways for networking of Norstar systems 	<ul style="list-style-type: none"> • IP Office Preferred and Advanced Editions support up to 32 sites/up to 1,000 users across sites with sophisticated feature transparency • Sites can be connected together with IP Office Preferred and Advanced Editions with free calling between networked locations