



AVAYA

# UPGRADING YOUR COMMUNICATIONS SYSTEM IS EASIER THAN YOU THINK

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The path to Avaya's Unified Communications and Omnichannel Customer Contact solutions has never been easier, or more cost effective.



**Key end-of-sale dates for the Communication Server 1000 platform have been announced. It's time to decide which Avaya communications solution you'd like to upgrade to – and we're here to help.**

**First of all, there's no reason to fear the change. While you may be happy with your CS1000, Avaya's next generation solutions like Avaya IP Office™, Avaya Aura®, and Avaya Cloud will offer additional functionality integrated with the features you already enjoy. What's more, there's no reason the upgrade has to disrupt your operations.**

**Let's explore some of the factors associated with your update:**

## **KEY TRENDS ARE DRIVING CHANGES**

We understand there are many customers who believe that simple voice communication is all they need for their business. And for many years, the CS1000 system has provided rock solid service with features you've come to depend on.

But the world of communications has moved on from “voice only”, and businesses that cling to old solutions are being left behind by their competitors. The rise of the mobile workforce and the Customer Experience (CX) revolution are key trends that will continue to impact the way everyone conducts business. Millennials are a larger group than even Boomers now. They grew up with multi-modal communications technology, so it's come to be expected both in life and in business.





## LEVERAGE ADVANCED FEATURES TO BETTER COMPETE

Modern communications systems like Avaya IP Office™, Avaya Cloud, and Avaya Aura® enable you to:



You can call right from your laptop, desktop, mobile device, and of course your desk phone — enabling greater productivity and flexibility.



Your remote workers stay connected to the business phone system and take their extension wherever they go on any device and never miss a call.



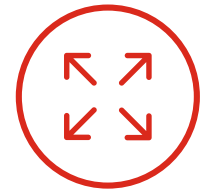
You can bring your company directory everywhere and use presence to call and message the right people fast.



You can host conference calls simply and easily, even from your smartphone.



You can engage with colleagues and customers with video and web collaboration.



You can even scale up or down quickly and simply, as needed, to adjust for seasonal capacity demands.

## KEEP THE FEATURES YOU LIKE

We understand that moving to a new solution shouldn't mean retraining all your users or losing your favorite features. Avaya has invested heavily to ensure that key features carry forward on to new platforms with little or no change for users.

At the same time, your users will gain a host of new capabilities that will improve their productivity, reachability, and ability to provide great service to customers, partners and their colleagues.





## KEEP YOUR PHONES IF THEY STILL SERVE YOU

Our new solutions integrate with the equipment that works for you. For example, both Avaya IP Office™ and Avaya Aura® come with the ability to support NES 11XX and 12XX SIP phones. It will also be possible to re-use UNISim terminals, courtesy of Avaya's Device Adapter Snap-in.

In other words, you can replace your communications system without facing the additional expense of investing in new telephones. And staff who are confident users of the system today won't suddenly be faced with completely different equipment, making the transition for them barely noticeable.

## LEVERAGE A SUITE OF COMMUNICATION TOOLS DESIGNED TO WORK TOGETHER

We live in the age of the “app”, and some business people like to bring their favorite consumer apps to work. This collection of disparate apps seldom provides business grade capabilities and can lead to several issues.

First of all, the security implications of using all these outside applications aren't always fully known. Second, these apps seldom integrate across users or devices, making rework almost inevitable.

Avaya IP Office™, Avaya Aura®, and Avaya Cloud all offer a suite of communication applications that cover these bases:

- Advanced contact centers designed to integrate with your other systems.
- Voice-based and video-based conferencing solutions with recording technology.
- Calendar integration, contacts, and messaging functionality.
- Mobile apps to extend all this functionality to your smartphone or tablet.

Avaya solutions also integrate with what you have today. Avaya IP Office™ and Avaya Aura® are built on open standards that provide support for existing business applications as well as third-party integration. So you get core communication applications that are made to work well with one another – but you can also leverage third-party applications that add value to your business.



## UPGRADE WITH MINIMAL DISRUPTION

Avaya's platforms have been specifically designed to make upgrades and migration as efficient and straightforward as possible. Our engineers will work closely with you to make sure you still have access to the features you value in your phone system today – and that your new functions will integrate seamlessly with those you're used to.

There is lots of potential for cutting down on manual processing during the migration process. Avaya's ProVision Migration Software will help you ease the switch from your old system. For example, it includes an auto-configuration facility that means you can extract user data from your CS1000 platform in one go and apply it to your new platform.

That will help expedite and simplify the migration process. We'll be there to work through the issues with you. We'll aim to identify configuration problems before the implementation goes live so potential problems can be resolved early. And we'll carry out the implementation step-by-step – potentially in phases for larger organizations – to troubleshoot difficulties as and when they come up.



## INVEST IN BUSINESS SOLUTIONS DESIGNED TO DELIVER A RETURN

This might be the moment to think about moving to the cloud for your business. If so, we can advise you on whether it makes sense to make the transition and help you do it if you decide to go ahead.

What you're really talking about with cloud is a switch to operating expenditure rather than cloud investment. If that's the way you want to go, we can help you secure the flexibility you need to rapidly scale your solutions and applications to a level that's right for your business today, and with room for future growth.



## TAKE ADVANTAGE OF COMPELLING NEW PROMOTIONS FOR CS1000 CUSTOMERS

Upgrading from your existing CS1000 to a new Avaya platform will offer substantially better value than investing in another system from scratch. The combination of our Avaya Loyalty2gether program with the Avaya Software Investment Protection Policy, which helps you maximize value for your existing CS1000 licenses, will make building the business case for migration much simpler.

## SIMPLIFY YOUR COMMUNICATIONS UPGRADE DECISION

The communications world is changing as we embrace new technologies and new ways of working. The people in your organization increasingly expect to be able to communicate on any device, wherever they are — and to send or receive information in a whole host of different ways.

We'll help your organization adapt to that change with an upgrade that's simple to manage, ensures you retain access to all the features and benefits you value today, and also gives your organization a platform designed for this new environment.





## TAKEAWAYS:

- Upgrading your phone system can be very straightforward.
- You can keep all the features that work for you today.
- You can add new tools that integrate with what you already have.
- Your upgrade will be affordable.
- Your upgrade won't require complicated new business processes.

# DON'T DELAY

## IT'S IMPORTANT TO TOUCH BASE NOW

To learn more, get in touch with your Avaya Partner right away. If you don't know who your Avaya Partner is, contact Avaya and we will help you.



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