

# WHY MOVE YOUR BUSINESS COMMUNICATIONS TO THE CLOUD?

Discover why Avaya CS1000 customers are moving to modern business communications systems like Avaya IP Office™ in the Cloud.

Avaya has supported the Communication Server 1000 (CS1000) for many years, but the rapid development of new technologies has many customers wondering about modernization. For customers considering the cloud, it's important to understand the differences between an on-premises system and communications platforms like Avaya IP Office™ in the Cloud and Avaya Communications Cloud.

## The Pros and Cons of an On-Premises Phone System

The CS1000 that your business has relied upon:

- Uses a physical hardware system installed in your data center to route calls.
- May use traditional phone lines or trunks that lack the flexibility required for modern, multimedia communications.
- Requires hardware upgrades to increase capacity and extension count.

But there are several challenges to the on-premises approach:

- Hardware needs to be purchased or leased.
- Hardware must be protected by a maintenance and support contract.
- Capacity increases require additional capital investment.
- Once added, capacity cannot be reduced again.
- For companies that keep growing, the CS1000 will eventually reach a capacity limit.
- ISDN trunks are expensive to install and rent.
- The PBX consumes space and power in the corporate data center, limiting growth of other in-house systems.

## Why Businesses Are Moving Their Communications to Avaya Cloud Solutions

The move away from on-premises systems (like the CS1000) is not purely because support is waning. After all, many CS1000 systems continue to deliver a perfectly acceptable quality of service.

But recent trends are also driving some of these changes - modern communications capabilities such as mobility, messaging and video, improved customer experiences, and a consume-as-you-go market. Why shouldn't your business address these changes and take advantage of better communications capabilities at the same time?

## Scale Up or Down More Easily with Cloud

To increase capacity on the CS1000, clients must invest in additional hardware and ISDN trunks. With a cloud system, virtual extensions can be added with a few mouse clicks - and the process completes in seconds. This gives you the flexibility to shrink and grow based on seasonality or organizational requirements.

## Reduce Operating Overhead

By doing away with the physical PBX, you can gain immediate savings in terms of hardware, support, maintenance contracts and even the electricity needed to keep the CS1000 running. The less physical hardware installed onsite, the lower the operating costs.





Though reliable, the CS1000 is limited and doesn't support Unified Communications or Omnichannel Customer Contact when compared to alternatives like Avaya IP Office in the Cloud and Avaya Communications Cloud.

### **Improve and Future-proof Your Business Communications**

The CS1000 system is reliant on aging, expensive lines. Switching to a cloud-based system allows your business to take advantage of low cost broadband SIP network connectivity. And because the physical hardware infrastructure is included as part of the service, any upgrades or capacity increases are the responsibility of the service provider.

### **Manage Communications Functionality Centrally**

Through one intuitive interface, your administrator can view all users on a single site or across multiple locations. This gives your business the ability to monitor and address issues that might have affected system performance.

### **Enable Your Staff to Communicate from Anywhere**

Your employees can communicate and collaborate from any location on virtually any device with comprehensive Unified Communications, powerful virtual meeting capabilities and the ease of use normally only found in consumer applications.

### **Upgrade the Customer Experience Your Business Offers**

With a modern Avaya contact center, you can provide a seamless customer experience. You can start with simple recording, reporting and call routing for your agents. Then, grow the experience with customers as needed – across channels such as chat, email, SMS and fax.

### **Manage Costs Better**

The CS1000 requires significant upfront investment to add blocks of extensions. The pay-as-you-use nature of cloud VoIP means that extensions can be added one at a time – and that clients never again invest in unneeded redundancy. Rather than take on capital expenses – this operational expense approach facilitates predictable, month-by-month pricing without large upfront costs.

## **Cloud-based Communications Systems from Avaya**

Avaya Cloud solutions offer reliable, high quality business communications services using a different delivery model:

- Rather than operating an on-site PBX, functionality is provided by a virtualized equivalent hosted in the cloud.
- Aside from the handsets installed on end user desks, there is no physical hardware installed on site.
- Space is released in the data center for other IT hardware. And there's no need for hardware maintenance contracts.
- Calls and communications are routed across low cost broadband SIP trunks.
- Virtually limitless capacity is provided via a cloud-based PBX, scalable as required, so you never pay for unused capacity.



- The cloud PBX is managed via a web-based console.
- A physical handset is not required for making and receiving calls – apps and computer-based software provide virtual extensions for calling on any device.
- Unified Communications functionality also provides communications beyond voice such as messaging and video.

## How to Join the Cloud Revolution

Moving to an Avaya Cloud solution for business communications will be much easier than your last upgrade – there is no need to co-host two on-premises PBX systems during the transition. The migration process looks like this:

### On-site Audit

Your Avaya Partner will assess your existing business communications environment to collect key data like active extension count. This team can also capture your current call configurations (call groups, routing rules, etc.) to pre-configure your system. Armed with these observations, your Avaya Partner Sales Engineer will identify the number of SIP trunks required to provide a good quality of service for the new solution.

### Cloud Pre-configuration

Your Avaya Partner will carry out pre-configuration of the cloud solution, replicating the existing set-up in readiness for go-live. By copying the current configuration, your users should notice very little difference following the switch-over. This will help dramatically reduce the learning curve and effect on productivity.

### Initial Testing

Avaya Partner experts will then work alongside your in-house team to test configuration and call quality, ensuring both meet your requirements. Upgraded handsets will be deployed (if required), or updated configuration packages will be created to upgrade handset settings following go-live. If additional/new SIP trunks are required, they will also be installed during this project phase.



## Go-live

Once testing is complete, a switch-over date will be confirmed. On this date, the systems will be switched over, with all incoming and outgoing calls routed via the modern Avaya platform you've chosen. Engineers can remain on site to assist with any teething issues, and to make the transition as smooth as possible. Following the switch-over, your business can begin the process of de-installing the CS1000 and handsets. You will also be able to cancel your costly lines.

Migrate to the cloud at your own pace while taking advantage of a full suite of Unified Communications applications that integrate seamlessly and flexibly with the rest of your business.

## TAKEAWAYS

- On-site business communications systems seem practical – but there are many hidden costs.
- Avaya Cloud solutions are fully scalable, cost effective and future-proof.
- Avaya Cloud solutions meet the changing needs of your business, your industry and your customers.
- Migration to your customized Avaya Cloud solution is actually one of the easier IT upgrade projects you will ever complete.

# Don't Delay – It's Important to Get In Touch

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.

U.S.: 877-600-0308 | EMEA: 855-636-7331 | Americas/International: 888-801-0771 | UK: +44 800 088 5587

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