



Avaya DEFINITY® AnyWhere

Allowing you to Do Business
Everywhere

Drive productivity and responsiveness in your enterprise.

Make any phone their "in-the-office" phone.

Leverage your Avaya investment – from anywhere.



Converged Voice and
Data Networks
Customer Relationship
Management
Unified Communication
Supported by:
Avaya Labs and Services

Communication without boundaries

Take your Avaya investment further.

If you have spent or are going to invest in a communications system, why limit its reach to people who are sitting in the office?

In today's Customer Economy, business happens everywhere. Remote offices are no longer a trend. They're a reality. Today's leading companies are represented globally and therefore conduct business from every corner of the globe. So why should you let a few walls define the boundaries of your success?

Now every person who represents your company—even every telecommuter and road warrior—can have unrestricted access to the functionality of your office communication system, for complete productivity, anywhere.

Avaya's solution is DEFINITY® AnyWhere, a remote office collaboration tool that expands your reach and maximizes your investment. It helps your people get more work done—better and faster. Each individual in your business can look-and-sound-as professional as any other, no matter where they work.

Can customers, partners and suppliers really receive the same care from a hotel room as they can from your conference room?

Can a home office desk possibly be as productive as a corporate cubicle?

Will this really make your Avaya investment work everywhere?

Yes.

To Your IT Associates

High-return investment. Saves money and increases productivity across the board.

Long-term solution. Is scalable from hundreds to thousands of users, will grow with future DEFINITY ECS upgrades.

Easy to implement. Leverages existing voice and data infrastructure—works with leading network topologies, from Ethernet to ATM. Therefore, ...no network upgrade.

Little to no training. Browser-based features and intuitive interface make this very simple to learn and use daily.

Zero client administration. Makes client installation and upgrades a thing of the past with its Java-based Web interface.

Low risk and entry expense. There is no additional user software or hardware required. Needs no more than a standard Java-enabled Web browser on the client computer and a T.120 application such as Microsoft® NetMeeting®, which can be downloaded for free.

Excellent compatibility. Runs on Windows NT® 4.0 Server and integrates with the Avaya CentreVu® Computer Telephony Server for NT, Avaya IP600, DEFINITY ECS G3 (Version 6.3 or later), DEFINITY ProLogix™, and DEFINITY ONE™ platforms.

Smart network usage. Keeps voice on the voice network, providing toll-quality audio without consuming LAN bandwidth; keeps data on the data network, maintaining reliability and availability.

Avaya Professional Services Support. When you need resources and expertise to move your DEFINITY AnyWhere plans forward, Avaya's service professionals can handle remote or onsite installation and implementation for you. This includes implementing and administering server software, setting up user access, as well as your Computer Telephony Server. In addition, you can get on-demand support for your system administrators.

To Your Company's Bottom Line

Reduced teleconferencing costs. Dramatically simplifies small-party voice/data conferences—eliminating the need for third-party service bureaus.

Lowest corporate rates. Places all calls through your corporate phone system, leveraging your lowest negotiated phone rates, reducing inflated credit card fees and cutting long-distance charges.

Reduced "first-minute" charges. The connection between the user and the DEFINITY ECS is kept open for a set period (2-3 minutes) so the user can place several calls, which appear as one call to the service provider. The company saves money by paying the more expensive first-minute rate for one call instead of several.

Cost-saving features. Applies in-house cost-control features to offsite calls (e.g., Time-of-Day Routing, Least-Cost Routing, Class of Service, Class of Restriction, etc.)

Reduced travel expenses. Makes remote data and voice collaboration a productive replacement for face-to-face meetings.



To Your Conferencing Needs

Easy real-time data sharing. Enables simple, on-the-fly sharing of text, graphics, forms, presentations, reports, blueprints and more—a plus even for in-house workers.

Simplified control. Provides Web-based access to features usually only available from a large-scale conferencing system or a third-party service provider—like the ability to temporarily put everyone on hold to greet a new caller.



So what does it take to enable business everywhere? It takes connection (dedicated voice and data lines), a web browser and, of course, DEFINITY AnyWhere software. Any phone, any computer, any web connection.

Now your remote workers can be reached at a corporate phone number, just as if they were sitting in the office. Your users simply log into a URL, enter the phone number of any phone at their remote location (i.e. rotary, touch tone, or wireless) and answer the call.

DEFINITY AnyWhere is so user-friendly that anyone who knows how to surf the Internet can use this simple tool to gain remote access to these capabilities:

Multimedia Collaboration

- Multi-party Data and Voice Conferencing
- Call Transfer/Forwarding
- Caller ID/Call Screening
- Call Hold and Retrieve

Contact Direction

- Easy Access to Enterprise and Personal Directories (LDAP)
- Call Logging
- Programmable Speed Dials

Message Management

- Message-Waiting Indicator
- One-Touch Voice mail Access

Here's What Having DEFINITY AnyWhere Means

To Your Customers, Partners and Suppliers

Transparent access. Seamlessly redirects calls—incoming callers are unaware of whether they are being answered in or out of the office.

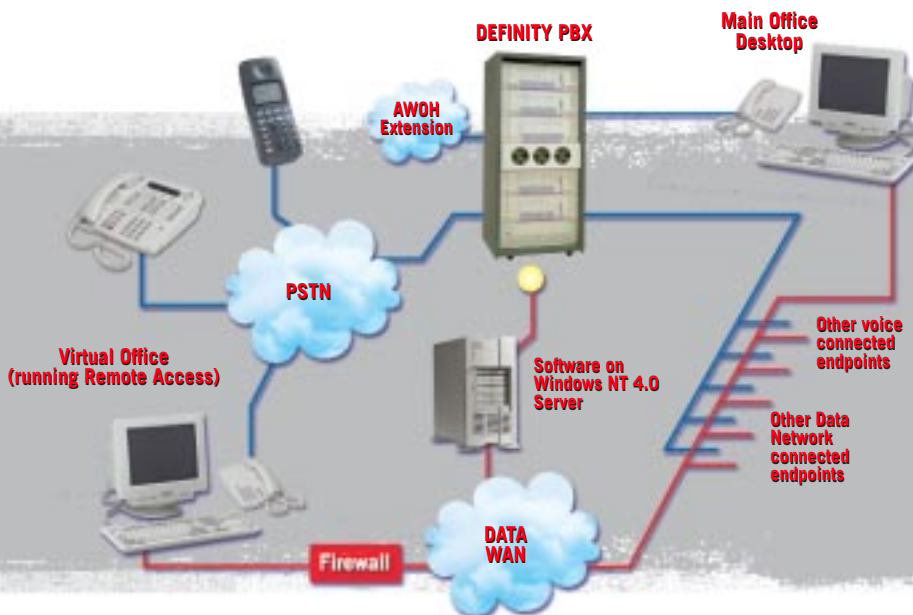
Complete convenience. Provides "single number" accessibility—redirects calls to any remote phone number and unanswered calls will follow the normal coverage path (e.g., voice mail, pager, etc.)

To the Users You Support

Productivity. Delivers a communication and collaboration tool, which allows you to do more in less time (e.g. share documents in real time to promote faster decision making and greater speed to market).

Responsiveness. Connects you to your office from wherever you are (makes you more accessible to others and them more accessible to you).

Simplicity. Enables even technology-shy users to easily master the features of DEFINITY AnyWhere. The Web interface is the same in the office as on the road, ensuring a consistent user experience.



With DEFINITY AnyWhere,
your remote workers can be reached
at a corporate phone number,
just as if they were sitting in the office.

Better use of conferencing bridge. Redirects small-party conferences back on DEFINITY ECS and frees up valuable ports on your large-conference bridge, using it in the manner it was intended.

Summary

This remote office collaboration solution from Avaya provides your enterprise with the tools needed to compete effectively in today's fast-paced Customer Economy. Backed by the support and knowledge available through Avaya Labs and Services, this can be a powerful tool for you to help increase productivity and responsiveness while leveraging an investment you already have.

Avaya Professional Services have the resources and expertise you may need to get your solution off the planning board and into reality.

Leading Global Business Communications for the Customer Economy

With nearly 1 million customers around the world, Avaya is a global leader in business communications and services. More than 75 percent of Fortune 500 companies use Avaya's solutions and services to succeed in the Customer Economy. Avaya combines experience in technologies, services, and support, and we maintain alliances with leading technology vendors, including Siebel Systems, Nice Systems, IBM, and many others.

Avaya also offers the service and support to help your enterprise communications system perform at their best. We're your single-source provider of robust solutions for software, equipment, system design, and installation services. We tailor our solutions to suit your systems, applications, and budget.

* Two NICs (one of them 10Base-T) are required for the Avaya CentreVu application residing on the same server.

** In-office users may utilize a NIC in place of a modem.

To learn more, talk to your Avaya representative or authorized BusinessPartner. Or visit our web site at avaya.com/solutions.

Professional Services

Installation

- Validation of existing architecture
- Installation - remote or onsite
- Administration of server software
- Administration of up to 10 user profiles

Administrative Assist Options

- Time and Materials charge
- Five-Hour package

System Requirements

Server

- 400 MHz or greater Pentium II processor or equivalent
- 256 MB RAM (minimum)
- 1 GB hard drive (minimum)
- Two Network Interface Cards (NICs)*
- Windows NT server 4.0 (Service Pack 5)

Client PC

- 90 MHz or greater Pentium processor or equivalent
- 32 MC RAM
- Java-enabled browser (such as Internet Explorer or navigator 4.0 or later)
- Optional T.120 data sharing application (such as Microsoft NetMeeting)
- Modem or network interface card**
- Local or remote LAN access (analog, ISDN, DSL, wireless or cable)



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System Requirements (continued)

Communication System

- DEFINITY IP600
- DEFINITY ECS G3V6.3 or later
- DEFINITY ProLogix Solutions
- DEFINITY ONE System
- DEFINITY MAPD board
- ASAI functionality enabled

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