AVAYA
communication

DEFINITY® Enterprise Communications Server

Converged Voice and
Data Networks

Customer Relationship
Management

Unified Communication

Supported by:
Avaya Labs and Services

Communication without boundaries

With the latest release of the **DEFINITY** Enterprise Communications Server (ECS),

Avaya offers powerful functionality, access, and control—creating a digital

communications network that will meet your mission-critical needs right now and

support the ways you will need to communicate in the new Customer Economy.

DEFINITY ECS can support your enterprise-wide communications, for any number

of locations, virtually anywhere in the world. The flexible networking capabilities

of **DEFINITY** ECS allow you to converge voice and data communications in the way

that best suits your business, with no compromise in quality or reliability.

DEFINITY ECS is ideal for large locations of 200 or more employees. It can be

sized to provide the capacity you need today, and scaled to continue to support

your needs as your business grows and changes.

Building on a Powerful Platform

The **DEFINITY** ECS platform offers an upgrade-ready processor, a high-level operating system, uniform software, open interfaces, and distributed processing. All major hardware is housed in multi-carrier cabinets (holding up to five carriers), stackable single-carrier system or wall-mounted cabinets.

At the heart of **DEFINITY** ECS is the Processor Port Network (PPN), which is the master controller of the system. The Expansion Port Network (EPN) contains line and trunk ports, and provides seamless growth capabilities. The system's unique universal port hardware allows any type of port circuit pack —station, trunk, or service —to be installed in any available slot.

DEFINITY ECSr can support a total of 44 port networks: one PPN and up to 43 EPNs. **DEFINITY** ECSsi can support a total of three port networks: one PPN and up to two EPNs.

Introducing Enterprise Class IP Solutions

Because it's part of Avaya's Enterprise Class IP Solutions family, the **DEFINITY** ECS is designed to work seamlessly with other Avaya products to create a comprehensive IP communication solution.

New Avaya IP telephones (4612 and 4624) provide the complete Avaya feature set – the features employees expect – in phones connected to your network through a standard Ethernet connection. An Ethernet socket for a PC is integrated, and you can easily program new features by downloading new firmware.

The Avaya R300 Remote Office Communicator extends the **DEFINITY** ECS features and applications to remote locations over your wide area network. Now you can easily establish branch offices and remote customer contact centers, while you retain the benefits of central administration.

Long distance savings are another significant payoff. For instance, when making long distance calls to the area of an office equipped with the R300 Remote Office Communicator, you can route those calls over your IP network to your R300 system, then hop onto the local network to complete the calls – all without toll charges.

DEFINITY ECS	Maximum Stations	Maximum Trunks	Maximum Ports
ECSr	25,000	4,000	29,000
ECSsi	2,400	400	2,800
ECScsi	500	400	600

For employees in the office or on the road, the Avaya IP Softphone turns a PC or laptop into a voice terminal that delivers the full capability of the **DEFINITY** ECS over a 56K dial up connection. It's a perfect answer for telecommuters and road warriors who need robust communications and a choice of familiar, user-friendly on-screen interfaces. And for computer-equipped office workers who need full voice communication system functions, but don't need or want a separate telephone, this solution provides additional cost savings.

To streamline system administration, Avaya's Enterprise Directory Gateway (EDG) provides a converged voice and data directory-enabled middleware solution that provides a platform for simplifying information management, which ultimately can lower costs and improve productivity. Enterprise Directory Gateway provides an "LDAP-enabled" gateway for access to the **DEFINITY** ECS. It provides real-time, integrated, directory-based read/write access to both your Avaya communications server-based data and data derived from your enterprise sources, such as your corporate databases. Users can create and access up-to-date voice and /or data information quickly and efficiently.

Enhancing Productivity and Customer Service

DEFINITY ECS delivers an array of capabilities to help employees work more efficiently, access information more easily, and serve customers better. With **DEFINITY** ECS, you have all the business features you expect and the sophisticated call-handling capabilities you want in a communications system.

DEFINITY ECS also supports value-added business applications such as:

- Call Center

- Multimedia Messaging

- Mobility Solutions
    - EC500 Extension to Cellular
    - Telecommuting
    - IP Softphone

- Distributed Workforce Solutions

- Desktop Solutions.

These capabilities further help you build a communications strategy that's aligned with your business strategy.

Reducing the Complexity of System Management

DEFINITY ECS has built-in capabilities to help you manage your business-wide communications as easily as possible.

For example:

- Avaya Site Administration has a graphical interface for changes, basic analysis, and reporting through a single point of management.

- **DEFINITY** Network Administration provides a client/Web server-based interface to a central point of administration that is accessible to up to ten users.

- **DEFINITY** Network Management provides a comprehensive view of even the most sophisticated network— up to 30 **DEFINITY** servers at once.

The Flexibility to Scale Your Needs

DEFINITY ECS's modular port network design can support up to 25,000 telephones through the addition of circuit cards and cabinets. This provides flexibility in how you configure and grow your **DEFINITY** system.

DEFINITY hardware is reusable with **DEFINITY** software enhancements, to protect your investment and minimize the expense of upgrades. Universal software allows features and functions to be implemented and managed the same way on every **DEFINITY** system within your network.

Avaya Reliability and Support You Expect

World-renowned **DEFINITY** system reliability — greater than 99.99 percent availability for the most critical system applications —is a result of Avaya production and testing coupled with Avaya patented EXPERT Systems proactive monitoring that is in place once the system is installed.

DEFINITY ECS world-class support also includes administrator and end-user training at the time of purchase, plus optional follow-up training. Service Agreement support includes 24-hour, seven-day access to a single point of contact; a helpline for specialized assistance; fast, responsive on-site support when and if you need it; and online information and services available 24 hours a day, every day.

To learn more, contact your Avaya representative. Or, visit our Web site at: avaya.com and click on "Business Solutions".

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