AVAYA

IP Office™ Platform

EXPERIENCE IS EVERYTHING

Communications software is moving from on-premise to the cloud, with hybrids bridging the gap and allowing owners to keep legacy equipment. Business decision makers are concerned with business outcomes of new technology solutions. And customer experience is critical: 89% of companies now expect to compete solely on the basis of customer experience, according to Gartner.[1]

The solution is Avaya IP Office™. We've built on decades of contact center experience leadership, and our newest deployment moves with changing needs for small and midsize (and growing) businesses like yours all over the world. IP Office is easy to deploy or upgrade, use and manage, scales for one site or multiple offices, and features world-class customer engagement and effective team engagement solutions. The newest release features:

Streamlined Deployment

Fewer install steps, simpler client installs and more auto detection for a faster implementation.

Easier Management

Centralized licensing, extended diagnostics and proactive voice quality monitoring to keep the system up and running smoothly.

Resiliency and Security Improvements

Unique resilient architecture and built-in, always-on security critical for systems in the cloud.

Increased Capacity

Increase system capacity with a reduced footprint, and up to 50% less memory required to scale as you grow.

Rich User Experience

Extended Avaya client functionality, improved web collaboration experience and richer APIs to integrate with whatever solutions your business needs.

READ ON TO DISCOVER HOW IP OFFICE...

IMPROVES EMPLOYEE PRODUCTIVITY

- Keep employees instantly in touch with one single number
- Enable staff to work remotely with the same communications options as when they're in the office
- Allow employees to use any mobile or home phone number as an office phone extension
- Encourage working from home to prevent "presenteeism" — loss of productivity caused by employees who come to work sick, can't perform at their potential and pass along germs.

SAVES ON COSTS

- IP Office has on average 25% lower Total Cost of Ownership (TCO) than comparable solutions, according to a recent Tolly Group report.[2]
- Handle more calls with fewer people on staff with self-service options for customers.
- Lower mobile phone and telecommuter long-distance charges by routing calls through your system.
- Rely on a built-in conferencing bridge to eliminate the need for expensive third-party conferencing systems.
- Take advantage of more flexible and lower cost IP-based voice network options.
- Moving to the cloud shifts from a CAPEX to OPEX expense model, outsources IT complexities and costs and provides a pay-per-use model for greater financial flexibility.
- Reduce TCO and stay current with the latest updates for the most scalable, cost-effective solution.

HELPS YOU ENGAGE WITH CUSTOMERS BETTER

- Calls get through quickly to the right person — IP Office has powerful skills-based routing options to get calls to the right person even if that person is remote.
- Go beyond voice by adding web chat, email and fax seamlessly.
- Get reporting tools to show you how well your business is supporting your customers.

BOOSTS HIGHER PROFITABILITY

Modern unified communication connects customers and employees on the devices and methods they both want, anytime, anywhere.

When organizations successfully engage their customers and their employees, they experience a **240%** boost in performance-related business outcomes compared to an organization with neither engaged employees nor engaged customers[3]

> I knew when I implemented the IP Office Platform, it could expand with us as our needs changed over the years. It has had no problem keeping up with the increased number of calls. The data is used to measure how well we serve the people who are calling us," says Cesario. "We are very mindful of how we treat consumer calls, because at Radio Flyer, customer service is absolutely key to our brand.

— *Tom Cesario, Senior Director of IT at Radio Flyer.* **Read the full case study here.**

PICK THE SOLUTION THAT BEST FITS YOUR NEEDS

Single code base. Easily scales.

IP Office Select	For robust larger-scale team, mobile, and customer engagement with a highly resilient software-based solution
Server Edition	For robust team, mobile, and customer engagement on a software-based solution
Preferred Edition	For robust team, mobile, and customer engagement on a simple-to-deploy appliance
Essential Edition	For essential team and mobile engagement on a simple-to-deploy appliance
Basic Edition	For basic telephony on a simple-to-deploy appliance

Find out why more than 14 million people worldwide use the Avaya IP Office Platform. Call or email us today to set up a full demonstration of IP Office capabilities and features.

For more information, please visit us at: www.avaya.com/ip-office

References:

1. "Gartner Surveys Confirm Customer Experience Is the New Battlefield," 2014.
2. "Avaya IP Office Platform Total Cost of Ownership (TCO) vs. Cisco Systems & ShoreTel Unified Communications Platform," The Tolly Group, 2015.
3. "State of the American Workforce Report 2014", Gallup

AVAYA