



IP Telephony

Contact Centers

Mobility

Services

OVERVIEW

Small and Medium Business Solutions Group At-a-Glance

- Dedicated global group within Avaya – over 350 employees in research & development, product management, marketing, sales and operations – focused on small and medium business solutions
- More than 2,000 resellers in 59 countries that you can rely on to identify the best solution for your business
- Serving industries around the world with over 1.2 million communications servers with approximately 20 million endpoints and 1.5 million messaging ports



At Avaya, we understand the challenges faced by small and medium businesses like yours:

- Competing for new business every day
- Keeping your customers happy
- Choosing the right technology to solve both old and new problems
- Growing your business, and
- Managing your limited resources wisely.

That's why more than one million businesses worldwide have turned to our award-winning communication technologies — putting Intelligent Communications at the heart of business.

What small and medium businesses may lack compared to larger enterprises in size and clout, they may very likely gain in their ability to react and stay one step ahead of their competition. In fact, smart, well-run small and medium-sized businesses like yours are uniquely and ideally positioned to seize key opportunities in today's global marketplace.

Avaya understands this, and has developed a wide range of solutions that puts the same communications power larger organizations leverage — into your hands.

A global leader in communications solutions — Avaya offers an array of solutions designed to help small and mid-sized businesses use communications to increase profitability, improve productivity and gain competitive advantages.

The Avaya Small and Medium Business Solutions (SMBS) group is focused exclusively on the small- and medium-market serving retailers, manufacturers, law offices, schools, medical clinics and more – both individual companies and branch offices of larger firms. Avaya SMBS offers an entire portfolio of secure, reliable business communications solutions and also supports extensive research into new technologies and standards.

Meeting the communications needs of small and medium business

Whether it's connecting with colleagues and customers, simplifying access to information, keeping remote workers in touch, or saving money through conferencing, networking, time/call management, Voice over IP and more — Avaya SMB solutions are designed to deliver big-business capabilities at small business prices and financing options. From basic, entry-level communications solutions to more sophisticated systems that take advantage of the latest technologies and

protocols, Avaya SMB solutions meet the challenges that small and mid-sized businesses have today, and grow with them into the future.

Avaya one-X™ Quick Edition – Avaya one-X Quick Edition offers small businesses a completely new kind of communications experience – a system that delivers full

business communication capabilities in a solution that's as easy to set up as a home phone. Quick Edition comes with the features small offices rely on most: call management, personalized voice mail, auto attendant, call log, speed dial, conferencing, etc. All of the software needed to run the Avaya Quick Edition solution is in the phones — there is

no central processor. Simply plug ready-to-use Quick Edition telephones into an office computer network and the system is ready to go. Using Peer-to-Peer, SIP (Service Initiation Protocol) technology, Quick Edition enables all phones to communicate directly with each other and join together dynamically to participate in call routing, call handling, and other network-related processes that would otherwise be handled by a central server. And because there is no central server, there is no single point of failure – the phones can all back each other up. Up to 20 phones can be part of a Quick Edition network.

Avaya PARTNER® Advanced Communications System – The Avaya PARTNER solution is one of the most popular small business communications systems in

existence today. Based on traditional (key system) technology, PARTNER ACS delivers powerful capabilities in a system that is easy to use, easy to expand, and cost effective to own.

PARTNER ACS includes advantages such as built-in caller ID, sophisticated messaging options, support for T1 services, powerful call handling, ease of administration, call coverage and more.

And it is designed to make it easy and cost-effective to connect a wide range of accessories, from fax machines to credit card

readers. PARTNER ACS is ideal for traditional small offices and small branch offices of 25 users or less – the maximum capacity is 48 stations, 31 lines.

Avaya IP Office – An award-winning solution for converged (voice and data) communications, Avaya IP Office uses the latest IP (Internet Protocol) technology to deliver more functionality at a lower cost. Avaya IP Office is an

'all-in-one' solution with messaging, customer management, conferencing and mobile communications options in a compact and easy-to-deploy unit designed to

add value throughout a business. Companies can add communications capabilities as needed and IP Office connects to traditional (circuit switched) and IP lines – giving growing companies maximum flexibility and investment protection. A wide selection of communications tools and applications connect seamlessly with IP Office to maximize business productivity and control costs. There are a range of IP Office models to choose from, supporting from 2-360 extensions.



How to acquire an Avaya solution

Avaya solutions are available worldwide through a network of more than 2,000 Avaya Authorized BusinessPartners who have invested in the technical training and certifications needed to support Avaya solutions. Avaya BusinessPartners work with you to identify the right solution and also provide access to a comprehensive set of ongoing services, including innovative network assessment tools and services specifically designed by Avaya for today's new IP-based systems.

Financing for your Avaya solution

To ease the financial burden of acquiring a new communications system, Avaya offers an array of leasing

Avaya SMB Solutions At A Glance			
	Avaya one-X Quick Edition	PARTNER Advanced Communications System	Avaya IP Office
System	SIP-based Peer-to-Peer technology; no central processor	Traditional key system, central processor	Single-server, hybrid system (supports IP and traditional telephony)
Recommended Size	2-20 users	2-25 users	10-100 users
Maximum Capacity	20 users	48 users	360 users
Outstanding Features	Easy to install and administer; comes with the call handling and messaging capabilities small offices need most	Supports dozens of messaging and call handling features and accepts a wide range of accessories	Utilizes the latest IP-based technologies to support multiple sites, advanced messaging, customer service solutions and mobility capabilities

and financing support through Avaya Financial Services, a world leader in communications system leasing.

A track record of innovation

Although Avaya is a relatively new company, it has an unmatched experience in communications. Avaya became an independent company when it was spun off from Lucent Technologies in 2,000. As part of Lucent, AT&T and Western Electric for more than a century prior to the spin-off, Avaya built a reputation for creating high performing, solidly reliable, some would say “bulletproof” enterprise communication solutions. Avaya

is a leader in helping companies unleash the power of communications. Today it is continuing that tradition, pioneering new developments in IP telephony, wireless communications, multimedia, security and much more.

Learn more

To learn more about Avaya SMB solutions, visit www.avaya.com/smb. To locate an Avaya Authorized BusinessPartner, go to avaya.com, then *Find a BusinessPartner* under *Connect with Avaya*.

About Avaya

Avaya enables businesses to achieve superior results by designing, building and managing their communications infrastructure and solutions. For over one million businesses worldwide, including more than 90 percent of the FORTUNE 500®, Avaya's embedded solutions help businesses enhance value, improve productivity and create competitive advantage by allowing people to be more productive and create more intelligent processes that satisfy customers.

For businesses large and small, Avaya is a world leader in secure, reliable IP telephony systems, communications applications and full life-cycle services. Driving the convergence of embedded voice and data communications with business applications, Avaya is distinguished by its combination of comprehensive, world-class products and services. Avaya helps customers across the globe leverage existing and new networks to achieve superior business results.

AVAYA

COMMUNICATIONS
AT THE HEART OF BUSINESS

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05/06 • SB3132-01