

Why Migrate From Avaya PARTNER® ACS

TO Avaya IP Office 6.0

Improve
Productivity
& Service

Reduce
Expenses

Protect your
Investment

Why

How Your Business Will Benefit

Improve Productivity & Customer Service

- ✦ IP Office Essential Edition – PARTNER Version includes voice mail so “pink slip” messages are no longer required
- ✦ Now voice mail messages can be routed to email so users only have to check messages in one place – saves time and ensures timely response to messages
- ✦ Since messaging is included, calls can be routed quickly and professionally using the built-in automated attendant
- ✦ As your business grows and changes, try the new Avaya 1400 series phones – new features like dial-by-name directories, Visual Mail and redial one of the last 20 incoming or outgoing calls – increases productivity and ease of use
- ✦ Available One-number access means that calls will never be missed – this means increased service and customer retention
- ✦ IP Office Simplified Administration tool makes it easy to migrate from PARTNER ACS to Essential Edition – PARTNER Version with its user-friendly interface

Reduce Expenses

- ✦ SIP trunks (3 channels free with Essential Edition – PARTNER Version) can save your business money and offers added services like direct inward dialing – see our “Flip to SIP” ROI tool to see what your business can save
- ✦ Enjoy the productivity of conference calls for up to 64-parties, free with IP Office Essential Edition – PARTNER Version; saves money over network-based services
- ✦ Easily connect cordless phones, fax machines and credit card readers with no additional equipment with Enhanced Tip/Ring (ETR) using spare ETR ports on the Essential Edition – PARTNER Version Combination Card or with the port on the back of ETR sets – saves cost

Protect Your Investment

- ✦ Don't start from scratch with a new system; enhance your existing PARTNER ACS by migrating to IP Office Essential Edition – PARTNER Version, then to IP Office Essential Edition and above when you need more capacity and capabilities
- ✦ Reuse your PARTNER ACS sets with Avaya IP Office Essential Edition – PARTNER Version; protect your investment like you can with no one else
- ✦ To upgrade from PARTNER Version – Essential Edition and above, simply dial a code, all translations are stored and re-translated, all using an inexpensive, industry-standard SD card

Before and After

Factors

Avaya PARTNER®

Avaya IP Office

Scalability

- Maximum capacity on PARTNER is 48 users and one site

- Allows you to add capacity and functionality as you grow
- IP Office Essential Edition – PARTNER Version grows to 56 lines and 48 users
- A simple software upgrade allows growth to up to 384 users per system/site using an industry standard SD card

Reliability

- Highly reliable but confined to one site

- Solid state components with no moving parts reduces points of failure and increases resiliency
- In multisite environments, software based IP phone, application and voice mail resiliency is available with IP Office Preferred and Advanced Editions

User Applications

- Cell phone connect allows calls to be forwarded to a cell phone and to cover back to system voice mail if unanswered
- Paper lists of other user's extensions
- Enhanced Tip/Ring (ETR) allows the connection of cordless phones, credit card machines, fax machines, etc. to spare ports on the PARTNER ACS control unit, or to the back of the PARTNER ETR sets
- Remote working capability is limited which inhibits productivity
- Users must check voice mail messages via voice mail and email messages via email; takes more time and slows response time to messages

- One-number access via Mobile Twinning (3 free licenses with Essential Edition – PARTNER Version) allows calls to ring simultaneously at the desk phone and a cell phone so the user can take the call at either device; if call goes unanswered, it will cover back to system voice mail – increases productivity
- Dial by name extension display directory with 1400 series sets – no more paper lists!
- Enhanced Tip/Ring (ETR) allows the connection of cordless phones, credit card machines, fax machines, etc. to spare ETR ports on the Essential Edition – PARTNER Version Combination Card, or to the back of the PARTNER ETR sets – saves money and simplifies connectivity
- Remote working available with IP Office via Hot desking, Avaya one-X Mobile™, Mobile Twinning, and VPN phones (not available on all versions of IP Office)
- Voice mail and email messages can both be accessed via email – saves time and increases responsiveness

Endpoints and Device Integration

- CTI support is very limited
- MLS, ETR, analog and wireless phone support

- TAPI supports Integration with Contact Management Packages: Outlook, GoldMine, ACT! and Maximizer; Any Standard TAPI 2.1 and 3.0 packages
- IP, ETR, analog, digital, wireless, DECT and third-party SIP phone support (varies by IP Office version)

Management & Admin

- Simple installation and administration

- Further simplified installation and administration with Essential Edition – PARTNER Version
- Standard proactive monitoring and alarming (Preferred and Advanced Editions)
- Optional Avaya Integrated Management enables configuration and management of Avaya IP Office systems in a distributed network of up to 2,500 IP Office systems (Preferred and Advanced Editions)

Networking

- Expensive OPX circuits and gateways make networking of PARTNER ACS systems cost-prohibitive

- IP Office Preferred and Advanced Editions support Up to 32 sites/Up to 1,000 users across sites
- Sites can be connected together with IP Office Preferred and Advanced Editions with free calling between networked locations