

messaging incorporates some of the most intuitive and intelligent voice mail applications in the industry.

Some of the Benefits of the Messaging On Demand model include:

- **Single Number Reach** – Subscribers can be reached at a variety of locations through a single number.
- **Real-Time Call Connect (Find Me)** – Subscribers can forward their telephone calls to multiple numbers at various locations and/or ask callers to leave a message.
- **Multiple Message Waiting Indication Opportunities** – Subscribers receive notification of messages via mobile phone, pager, and/or email to one or more separate addresses. Those users with message waiting indication can enable or disable it via the telephone or web interfaces while users with email notification can configure their mailbox to send notifications as attachments, URLs, and/or short alphanumeric or numeric messages.

## Intelligent Communications

Transform business goals into business results.



**Need More Information About Avaya On Demand Solutions?**

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# Avaya On Demand

Hosted Solutions Creating New Choices for Customers

## The Problem

Your mid-sized company wants to make the transition to IP Telephony but wants the functionality of an enterprise class system with minimal to no capital expenditures. Moreover you want the option to control the amount of telephony seats it deploys to meet growth or seasonality.

## The Solution

Avaya On Demand solutions deliver IP communications functionality, including IP Telephony, Contact Center and Messaging capabilities, on a per-seat, per-month basis over a broadband connection. Because it's based on Avaya's market-leading applications, On Demand offers you the same productivity and efficiency as a large enterprise, but in an individual subscription service.

## Benefits of the On Demand Delivery Model

- **No Major Capital Outlay** – With Avaya On Demand Solutions, customers don't incur major capital expenditures. Technological assets do not go on the customer's accounting books in this operational expense model serving to preserve cash flow and eliminate stranded and wasted capital investments
- **Flexible and Scalable** – The solutions are completely flexible and easy to administer, and can scale easily for growth or seasonality. Non-technical personnel can plug in phones wherever and whenever they are needed, and changes can be administered from a web-based interface.

## Empower Your Enterprise

Drive velocity through Business Communications Applications



- **Fully Managed** – The solution is completely monitored and managed by experts in the Avaya data center, so there is no need for the customer to devote precious IT resources to managing the solution.
- **Avoid Technology Obsolescence Software** – updates are included, and customers can renew their contracts to ensure they always have the very latest capabilities.
- **Service All Remote Locations** – Branch offices and at home workers have the same feature-rich communications capabilities via a secure IP network connection as they would at headquarters
- **Security Throughout Your Network** – Built in redundancy and disaster recovery at the application and the infrastructure levels assuring your business of continuity, regardless of external issues.

## Solutions to Fit Your Needs IP Telephony On Demand

IP Telephony On Demand solutions offer network-based IP telephony services to customers with as few as 25 users. This on-demand solution provides excellent risk mitigation and can help your business overcome obstacles such as capital budget restrictions and IT resource constraints. All Avaya solutions are fully tested and configured, and have a fast time to implementation. In fact, it only takes 4 minutes to configure a virtual PBX. Consider this, all the benefits and functionality that some of the largest enterprises have at their disposal can now be easily distributed throughout your entire company, including remote branches and home offices.

Some of the Benefits of the IP Telephony On Demand model include:

- Pay only for the number of extensions used in a given month; so there's no need to pay for unused capacity.
- Six-way conferencing, and “meet-me” conferencing provide flexibility and reduce costs associated with conferencing services.
- Avaya IP Phones have the latest features and can be moved around on a LAN just by unplugging and plugging them back in a new location, significantly reducing the cost of administration.
- Callers can reach users transparently via one number, anytime and anywhere. IP Telephony extends the On Demand service to telecommuters and mobile workers.
- Avaya Extension to Cellular can allow users to move seamlessly between a wireline phone and a wireless phone, without dropping a call in progress. Calls can ring simultaneously on a user's office phone and cell phone so that the call goes through even when the user is away from the office.



## Contact Center On Demand

Contact Center On Demand is based on Call Center Elite, cost-effectively providing feature-rich Contact Center applications over a broadband network to business customers with as few as 30 contact center agent stations, wherever they may be located. The equipment and applications are all managed by the Avaya BusinessPartner and Avaya, which takes management burden off of your IT department and allows you to get your contact center up and running with virtually no capital expense. Like all On Demand solutions, Contact Center On Demand is delivered on a per-seat, per-month basis, allowing you to scale easily to meet busy season requirements without having to pay for excess capacity during the rest of the year. And with Avaya's market leading application power, and the On Demand solution's optional additions like Witness Call Recording, customers can access a top-of-the-line contact center with less risk.

Some of the Benefits Contact Center On Demand Offers include:

- Deliver more consistent, personalized customer service: Better utilize agents to match the needs of your business and provide powerful flexibility in routing decisions.

- Increase efficiency and effectiveness: Agent become more affective with true predictive and adaptive routing algorithms, intelligent real-time routing decisions based on real time data and dynamic skills allocation.
- Enhance the business value of every customer interaction: Enable differentiated service consistency “Customer Branding” and support your ability to provide service based on service level agreements.

## Messaging On Demand

Messaging On Demand offers an excellent alternative for customers who want an economical, easy to use messaging solution. Like all hosted solutions, Messaging On Demand easily meets seasonality requirements with scalability and flexibility. The messaging application is hosted and managed at an Avaya data center, and includes “Plain Old Voice Mail” (POVM) and Enhanced Messaging capabilities. Enhanced