

NINE REASONS TO MOVE TO AVAYA AURA FROM CS1000

The Avaya Aura® Platform does more than provide unified communications. It provides a foundation for the new Era of Engagement.

WITH AVAYA AURA YOU CAN:

- Move your enterprise to the Era of Engagement
- Enhance the security of your communications network
- Reduce your Total Cost of Ownership
- Expand your SIP deployments to 250,000 users and 350,000 SIP devices

Active participation, pervasive collaboration and quality experiences define the new Era of Engagement for today's enterprises. Getting together with customers, coworkers, and suppliers is no longer enough. Employees need tools to take an active role in creating value, delighting customers and engaging colleagues in flexible interactions that deliver business results. Avaya Aura offers many ways to bring the Era of Engagement to CS1000 customers. Here are just a few examples.

Security

End-to-end security capabilities across the communications stack.

Security remains a top priority for all enterprises and Avaya Aura has the features that help keep your enterprise communications network secure. These include adoption of the Advanced Encryption Standard 256 Bit (AES-256), TLS security between Communication Manager and gateways, improved certificate management and an end-to-end encryption indicator for SIP devices.

Scalability

A High performance architecture with the power to handle your growing needs.

The Avaya Aura Platform provides the capacity to support up to 250,000 users and 350,000 SIP devices. Even in the smallest configuration, the Avaya Aura platform provides an outstanding solution for maintaining resiliency and engagement capabilities. Avaya Aura supports virtually all media types and collaboration connections with a capacity for 3.5 million busy hour call completions (BHCC) across 28 Session Managers.

Session Initiation Protocol (SIP) integration

SIP is the key to a truly open communications environment.

While the future of collaboration may be based on SIP, it is important to leverage your existing communication systems as well. Adding Avaya Aura Session Manager to your network can make the migration to SIP flexible and efficient. There is no need for a flash cut to SIP as the Avaya Aura Platform supports a mix of SIP and non-SIP components. You can migrate your trunking, core dial plan, and endpoints at a pace that makes sense for you.



BC HYDRO: A MIGRATION SUCCESS STORY

"We've received lots of positive feedback from employees about the features of our new system, and what it allows them to do. The ability to sync up your desk phone to your cell phone and your laptop, and take calls however you wish, has offered many of our employees more freedom – especially those in the field. They're not tied to just one particular device anymore."

—Adam French, Telecommunications Delivery Manager of BC Hydro

Open and Standards Based

Support for existing applications and third party integration.

Open standards require that a true unified communications system must integrate legacy functionality, industry leading collaboration services and key solutions developed by third party developers. Avaya Aura is based on open standards and allows customers to leverage third party applications that add value to their unique business needs.

Team Collaboration

Simple, contextual, voice and video communications.

Avaya Equinox® embeds communications directly into the applications, browsers and devices employees use every day for calling, messaging, conferencing and collaboration. Users gain a more natural and efficient way to connect, communicate and share—when, where and how they want.

Omnichannel Customer Contact

Leverage Avaya's #1 market share position in customer contact solutions.

Continue using your existing Avaya Aura Contact Center solution to provide your customers with a great omnichannel experience but when the time is right for your business, consider migrating to Avaya Oceana™—our next-generation, open, integrated, omnichannel contact center solution—that delivers additional benefits to your customers, your agents and your organization.

With Avaya Oceana, you can access 360° data that provides you with the context needed to fuel even smarter decision-making and improve customer loyalty. You can integrate your systems and processes to improve workflows, optimize resources, and maximize investments. Avaya Oceana will support your entire customer engagement strategy and help you stay ahead of the competition!

Lower Total Cost of Ownership

New options that reduce hardware, provide more flexibility and speed administration and maintenance.

The Avaya Aura Media Server and Avaya Session Border Controller for Enterprise can now be deployed as virtual software applications and the Appliance Virtualization Platform extends the flexibility of VMware to Avaya provided servers. In addition, new tools in Avaya Aura System Manager make regular administration and upgrades faster and less prone to human error.

Reliability

For collaboration solutions,choose Avaya, a leader in reliability.

The latest Avaya Aura release builds on the capabilities of our previous releases which included Survivable Core Server and Survivable Remote Server capabilities, and enhancements for connection preservation and call preservation across the Avaya Aura network. Avaya Aura also supports "active-active" reliability configurations. These configurations are supported by sharing the enterprise's database across all instances of Session Manager, helping to ensure that any Session Manager can be replaced by any other Session Manager in the network. This provides "hot" failover that does not require initialization.

Investment Protection

A solution for migration not "Rip and Replace."

When moving to the Era of Engagement, few enterprises can afford to start from scratch. Enterprises need ways to leverage their existing solutions and investments to meet their changing needs. The Avaya Aura applications are designed to make integration and migration from existing investments to new capabilities as efficient and straightforward as possible.

Examples of this integration include:

- Ability to support NES 11XX/12XX SIP phones on Avaya Aura.
- Call Park and Page Snap-in provides CS1000 Park and Page capabilities on Avaya Aura.
- Avaya Device Adaptor Snap-in (target GA July 2018) allows customers to re-use their UNIStim (IP) terminals on Avaya Aura including twinning with Avaya Equinox, allowing both cost savings and the ability to easily adopt UC.
- ProVision Migration Software (target GA April 2018), provides an auto-configuration ability to extract user data from the CS1000 and apply it to Avaya Aura, speeding and simplifying your migration.
- Multiple Appearance Directory Number (MADN) support (target GA July 2018).
- The Avaya Software Investment Protection Policy and Avaya promotions can ensure you get maximum value for your existing CS1000 licenses—ensure you ask your Avaya or partner representative about these incentives!

Avaya Aura not only supports the Era of Engagement, it means a supportable migration path for every business.

About Avaya

Avaya enables the mission critical, real-time communication applications of the world's most important operations. As a global leader in delivering superior communications experiences, Avaya provides the most complete portfolio of software and services for contact center and unified communications — offered on premises, in the cloud, or a hybrid. Today's digital world requires communications enablement, and no other company is better positioned to do this than Avaya. For more information, please visit www.avaya.com.

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