



Avaya DEFINITY® IP Solutions Software

Bringing Avaya DEFINITY®
Server Power to Converged
Communications

**Enterprise Class
IP Solutions (ECLIPS)**

**Converged Networking
for Voice and Data**

**Communication that Complements
Your Business**

**Supporting Your Move to
eBusiness**

A Perfect Fit For Your Business

The Power to Do More

Avaya DEFINITY® IP Solutions brings voice and data together, to make your business communication everything you want it to be.

With DEFINITY IP Solutions, Avaya has ***broken the barriers between data and voice communications***. This powerful, full-featured solution is so flexible that you can ***tailor it precisely to complement the way you do business***.

Together with other members of Avaya's Enterprise Class Internet Protocol Solutions family, DEFINITY IP Solutions is the right solution to meet your critical business needs, both today and tomorrow.

Converged Networking for Voice and Data

DEFINITY IP Solutions simplifies your move to a converged network that uses Internet Protocol (IP) LAN and WAN facilities for both voice and data communications. Now you can use IP networking to reduce network costs and complexity, with no compromise in features, applications, scalability, quality or reliability.

More than ever, companies today are building "virtual enterprises" to help them prepare for the challenges of the new Customer Economy. They're using powerful, converged networks to connect themselves more closely to customers, suppliers, alliance partners and their own remote sites. **No longer is distance the barrier** it once was to doing business. Communication – not location is the glue that joins these virtual organizations, and the catalyst that opens new business opportunities.

For every business, communication is a key to success. Whether you have just one office, or a virtual enterprise with employees, suppliers and customers spread across the globe, your effectiveness as a competitor depends on **communication that drives and supports your business strategy.**

Communication that Complements Your Business

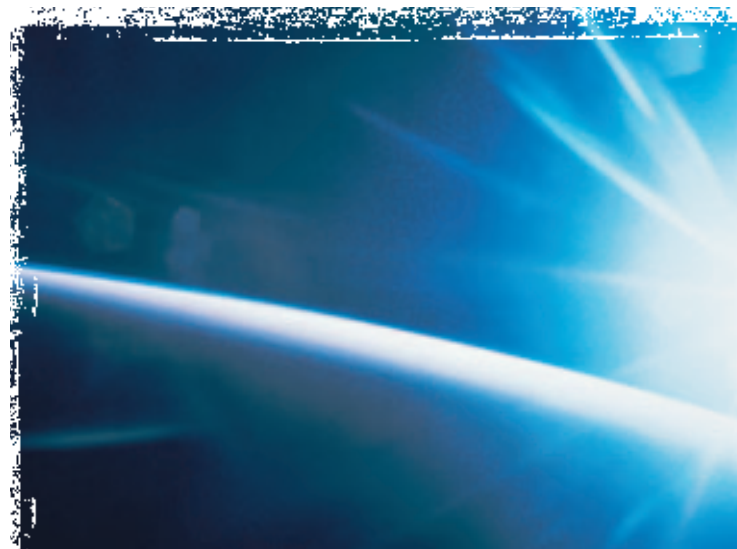
DEFINITY IP Solutions incorporates advanced call processing software from Avaya Labs—**call-handling power perfected** through years of experience with nearly one million customers. It delivers all the features and capabilities of the DEFINITY and IP600 Communication Servers over your IP network.

You have the business features you expect, and the advanced call-handling capabilities you want to help employees work more efficiently, access information more easily, and serve customers better.

DEFINITY IP Solutions supports value-added business applications such as:

- Contact Centers – manage your sales and service contacts to build and strengthen your customer relationships
- Multimedia Messaging – speed the flow of information across your business with voice messaging, fax, e-mail and internet
- Mobility Solutions – keep your business on the move anytime, anywhere
- Distributed Workforce Solutions – adapt your operation to the needs of your employees with flexible work location and schedules
- Desktop Solutions – strengthen and speed productivity with enhancements that help employees accomplish more existing resources

An investment in DEFINITY IP Solutions will enable you to create the communications strategy that fully supports your business, confident that your communication solution has the flexibility, scalability and feature richness to meet your business needs.





Supporting Your Move to eBusiness

DEFINITY IP Solutions *provides a powerful platform to support your eBusiness transformation.* It supports voice and data, Internet and intranet communications, multi-media messaging, telecommuting and remote offices, call center and customer relationship management (CRM) functions, multiple connectivity options—everything your operation needs for eBusiness.

Its broad capabilities make the DEFINITY and IP600 Communication Servers an unequalled starting point for your eBusiness initiatives. You choose the direction, and you set the pace—your DEFINITY and IP600 Servers are eBusiness-ready.

A Perfect Fit For Your Business

No matter how large your business, how complex or how widely deployed, DEFINITY IP Solutions is a perfect fit.

With DEFINITY IP Solutions software, any DEFINITY Server—from the compact DEFINITY ONE™ Server to

the powerful DEFINITY Enterprise Communication Server (ECS) G3r—becomes an IP communication server. DEFINITY Servers can scale to serve up to 25,000 users. Multiple servers networked together can support in excess of 300,000 users, with a mix of IP, digital and analog connections.

If your business includes multiple locations, a single DEFINITY Server can support a remote office or multiple locations that are miles apart. With the new Avaya R300 Remote Office Communicator, you can ***extend the DEFINITY Server's capabilities seamlessly*** by connecting to smaller remote locations over your data communication network. ***Remote office workers have the full availability of robust DEFINITY Server features and applications.*** Centralized administration greatly simplifies additions and changes. A single server administration site allows for a reduction in long distance charges through better utilization of network resources.

In larger configurations, multiple ***DEFINITY Servers can be linked to operate "as one,"*** using Distributed Communications System (DCS) networking. DCS provides unified dialing and allows calls to be transferred from one location to another, for call back-up that is transparent to the caller.



IP600 and 4606

When you're serious about adding voice communications to your IP network, the IP600 Internet Protocol Communication Server is your no-compromise solution. And Avaya's 4600 series IP telephones are equipped with all the features your employees need to complete your organization's connection to an IP-based network.



DEFINITY IP Solutions allow for the servers to be connected over your IP infrastructure. If you have several brands of PBX, ***QSIG standard support provides feature transparency and interoperability in a multivendor environment.***

Sharing features and capabilities across a network of multiple DEFINITY Servers makes it easy and economical to implement changes, administer the network and leverage employee skills.

Options for Networking

With DEFINITY IP Solutions, ***you can create a virtual enterprise communications network using Internet Protocol (IP)***, ATM, T1/E1, Integrated Services Digital Network (ISDN)—whatever best meets your networking strategy and business needs.

You can use the latest technologies that are integrated into the DEFINITY Server:

- DEFINITY IP Trunk uses Avaya Labs voice compression to enable you to send voice and fax traffic over an existing IP network, such as the Internet or your corporate intranet, supporting Quality of Service (QoS) routing.

- ATM Port Network Connectivity lets you create a virtual enterprise network for voice and data traffic using your ATM WAN.
- ATM Trunk Interface connects multiple DEFINITY Servers into a virtual enterprise network for voice and data traffic.
- TCP/IP Connectivity provides virtual network links for remote offices and for sharing adjunct applications such as messaging and call management systems.

The Power to Do More

Using a single network for both data and voice communications ***offers tremendous potential savings*** by cutting duplication, simplifying administration and getting more value from your existing data network. For instance, you can reap savings in long distance charges simply by routing domestic and international voice traffic over your IP network, instead of the public toll network.

The Latest Integrated Technologies

- Avaya Labs voice compression
- ATM Port Network Connectivity
- ATM Trunk Interface
- TCP/IP Connectivity



IP600 and Softphone

The IP600 Server offers an unmatched combination of flexibility, efficiency and advanced voice communication applications, while the IP Softphone combines flexibility, full telephone features and the user's choice of two easy-to-use on-screen interfaces.



DEFINITY ECS networking helps reduce costs by allowing your business to share applications and features without duplicating hardware investments. It also simplifies management and reduces training costs by providing common functionality across locations.

Efficiency and productivity are built into advanced DEFINITY IP Solutions software. To use network resources efficiently, the software routes voice communications packets directly over the LAN or WAN – for instance, from phone to phone. Only when necessary, as when special call handling is required (such as conferencing or music-on-hold), are packets routed through the server.

This advanced IP call handling reduces demands for critical and costly media processor resources. **Bottom line: You can do more, without expanding or overloading your existing network.**

Avaya's IP Softphone provides the rich features of Avaya Call Processing Software on a desktop or notebook PC. It's a perfect solution for road warriors and telecommuters. When used by office workers, it provides significant savings by eliminating the need for a separate desktop phone.

Power for Today . . . and Tomorrow

DEFINITY Servers **offer a variety of migration paths to the world of IP voice communication.** If a step-by-step transition is the best option for your organization, you can move some users to Avaya's new IP telephones or the IP Softphone, while others on the same server continue with their DEFINITY digital telephones or analog phones.

When you're ready to leap into an all-IP configuration, or to grow your business, the DEFINITY Server can make those changes too. **Your investment in a DEFINITY Server will continue to pay dividends.** It's ready for today and tomorrow.

Enterprise Class IP Solutions (ECLIPS)

Because it's part of Avaya's Enterprise Class IP Solutions family, DEFINITY IP Solutions software is designed to work seamlessly with other Avaya products to create a comprehensive IP communication solution.

Avaya IP telephones (4606, 4612, 4624 and 4630 IP Screenphone) provide the complete Avaya feature set – the features employees expect – in phones connected to your network through a standard Ethernet connection. An Ethernet socket for a PC is integrated, and you can easily program new features by downloading new firmware.

The Avaya R300 Remote Office Communicator extends the DEFINITY Server's features and applications to remote locations over your wide area network. Now you can **easily establish branch offices and remote customer contact centers**, while you **retain the benefits of central administration**.

Long distance savings are another significant payoff. For instance, when making long distance calls to the area of an office equipped with the R300 Remote Office Communicator, you can route those calls over your IP network to your R300 system, then hop onto the local network to complete the calls – all without toll charges.

For employees in the office or on the road, the Avaya IP Softphone turns a PC or laptop into a voice terminal that delivers the full capability of the DEFINITY Server over a 56K dial up connection. **It's a perfect answer for telecommuters and road warriors** who need robust communications and a choice of familiar, user-friendly on-screen interfaces. And for computer-equipped office workers who need full voice communication system functions, but don't need or want a separate telephone, this solution provides additional cost savings.

To streamline system administration, Avaya's Enterprise Directory Gateway (EDG) provides a converged voice and data directory-enabled middleware solution that **provides a platform for simplifying information management**, which ultimately can lower

costs and improve productivity. Enterprise Directory Gateway provides an **"LDAP-enabled"** gateway for access to the DEFINITY Server. It provides real-time, integrated, directory-based read/write access to both your Avaya communications server-based data and data derived from your enterprise sources, such as your corporate databases. Users can **create and access up-to-date voice and/or data information quickly and efficiently**.

The Avaya Edge in Service and Support

Avaya provides the service and support you need to help ensure your mission-critical communications systems are performing at their best. We're your single-source provider of robust solutions for equipment, system design and installation services that will help prepare your enterprise to meet Customer Economy challenges. We tailor services solutions to suit your network, your applications and your budget.

Like no other communication system, Avaya's DEFINITY and IP600 Communication Servers have been **tested, proven and perfected through experience with thousands of customers across the globe**. No other IP-ready communications system has the DEFINITY IP600 Servers' ability to adapt itself to your business both today and tomorrow, as your needs change.

It's the perfect enterprise-enhancing complement to your business. DEFINITY IP Solutions.

You can find more information on these products on our web site: avaya.com/eclips. If you would like an Avaya representative to contact you please go to: avaya.com and select "Contact Us".

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