



## OVERVIEW

# Avaya Mobility Solutions

Higher productivity. Lower costs. Anywhere. Anytime.



An account representative working from a customer site. A shipping supervisor roaming the warehouse floor. A salesperson living in airport lounges and hotel rooms. Business has seen the future, and it's mobile. According to the Yankee Group's December 2006 Report, *Enterprises Strive to Better Connect the Mobile Workforce*, in the US more than 50 million workers will be mobile in 2007. This represents 42% of the workforce – an increase of 31% since 2002. Many companies now spend more on wireless than wireline – in some cases, without even knowing it. And the trend towards a fully mobile workforce is expected to accelerate. Mobility provides convenience, flexibility and efficiency and is also a key component of both business continuity planning and a Unified Communications strategy.

With Avaya Intelligent Communications, these mobile and remote workers can add value to business processes from literally anywhere they are working. Avaya Mobility Solutions provide a wide array of features and benefits, which can deliver:

- **Improved customer interactions.** Customers only require a single number to contact employees whether employees are roaming the office or campus environment, working from a virtual office, or working in a hotel room or customer location.
- **Increased productivity.** Mobile workers are reachable and available anywhere, anytime, and in turn have the ability to reach others – enabling them and the entire enterprise to be dramatically more efficient and productive.
- **Reduced costs.** Mobility helps workers achieve cost savings in a variety of ways, making it possible, for example, to place lower-cost IP telephone calls and minimize use of the public cellular network.
- **Leverage existing infrastructure.** Avaya mobility solutions mean the power and functionality of the enterprise is always at hand. For example, financial advisors can record conversations and lawyers can track billable time from their mobile phones, just as they would if they were at their desk.

Mobility Solution Guide				
	 Teleworker	 Road Warrior	 Campus Nomad	 Hot Desking
IP Softphone	■	■		
Avaya one-X™ Desktop	■	■		
VPN Phone	■			
Avaya one-X Portal	■	■		
Extension to Cellular	■	■	■	■
Avaya one-X Mobile	■	■	■	■
Avaya one-X Mobile Dual Mode		■	■	
Avaya one-X Speech	■	■	■	
Modular Messaging	■	■	■	
IP DECT Solutions			■	■
IP Wireless Telephones, WLAN			■	■
900 Mhz Telephones			■	
IP Softphone for WM5			■	
Enterprise Mobility User				■
Headsets	■	■	■	■

**The best Avaya Mobility Solution depends on the type of worker.**

**Teleworker**

Teleworkers typically work from a fixed, remote location – for example, a home office or customer site. Teleworkers also include workers who travel occasionally or need to work remotely due to illness, weather or other circumstances.

- **Avaya VPN Phone.** This enterprise phone – designed for home use – offers high quality voice communications over a secure Internet connection.
- **Avaya IP Softphone.** Turns your laptop into a phone anywhere there’s an Internet connection – e.g., hotel rooms, cafes, airports, etc. Avaya one-X Desktop offers a SIP version.

- **Avaya one-X™ Portal.** Web-based unified communications solution that integrates a number of Avaya communications and collaboration applications including telephony, messaging, conferencing, and directories.

**Road Warrior**

A road warrior is almost always out of the office and working on the go – from taxis, restaurants, airports, and hotels as well as customer locations. Salespeople, top executives and field technicians are often road warriors.

- **Avaya Extension to cellular.** Simultaneously rings the user’s mobile phone whenever the desk phone receives a call, so calls are never missed. Allows the user to seamlessly transfer calls from their deskphone to their mobile phone and become mobile mid-call.
- **Avaya one-X™ Mobile.** Provides one number, dial-by-PBX, and one voicemail along with a GUI offering advanced features. GUI offers telephony features like conference and transfer, as well as applications like visual voicemail, corporate directory, user controlled call routing and more. Dual mode is also available offering these features over both Cellular and Wi-Fi. All major mobile



operating systems are supported including Java, Palm, RIM, Symbian and Windows Mobile. Supported devices include BlackBerry, HP, Nokia, Motorola, Palm, HTC and more. These solutions work with all service providers.

- **Avaya one-X Speech.** Provides a virtual office experience using speech providing eyes-free, hands-free, access to email, voice mail, calendar, contacts, calling, and conferencing.
- **Avaya Modular Messaging.** Upon the request of the caller, emails the user's mobile device to ensure the user is immediately notified, or advises of the arrival of new enterprise messages. Also provides unified messaging access to voice mail and email via INTUITY™ AUDIX®, Aria, and Serenade touch-tone telephone user interface.

### Campus Nomad

The campus nomad typically remains within the boundaries of the enterprise but needs to move freely within its confines. Nurses, warehouse workers, retail employees and managers who spend significant time in meetings are all examples of campus nomads and can benefit from Avaya in-building wireless solutions.

- **IP DECT Solutions.** High-security, high-quality voice communications over an allocated frequency range. This accepted, proven technology has been widely adopted in Europe for years and has recently been approved in the U.S.
- **IP Wireless Telephones, WLAN.** Wireless voice solution leveraging and integrated with the established wireless data networking standards (802.11a/b/g). This solution also offers applications integration and is well-suited for healthcare, retail, and manufacturing environments.

- **Avaya IP Softphone for Windows Mobile 5.** Avaya IP Softphone solution designed especially for PDA users who need to be reachable while away from their desk. Devices such as the Symbol MC50/MC70, HP iPAQ, and more are supported.

### Hot Desker

The hot desker works inside the enterprise but has no fixed location. Typically, the hot desker will claim any available free space and will change locations as projects or other factors dictate. Unlike a campus nomad, who always returns eventually to a fixed location, the hot desker has no permanent spot.

- **Enterprise Mobility Solution.** These employees arrive at the office, take any cubicle and log on to the phone system. The phone at that desk automatically reflects the user's preferences and phone number. This solution can be implemented across multiple sites, even overseas.

### Learn More

To learn more about Avaya mobility solutions, please contact your Avaya Client Executive or Avaya Authorized BusinessPartner or visit [avaya.com](http://avaya.com)



### About Avaya

Avaya delivers Intelligent Communications solutions that help companies transform their businesses to achieve market-place advantage. More than 1 million businesses worldwide, including more than 90 percent of the FORTUNE 500®, use Avaya solutions for IP Telephony,

Unified Communications, Contact Centers and Communications Enabled Business Processes. Avaya Global Services provides comprehensive service and support for companies, small to large. For more information visit the Avaya Web site: <http://www.avaya.com>.

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