



Total Interaction: Avaya Voice Communications *Changing Expectations*

CHANGING EXPECTATIONS

For decades there has been one underlying expectation for all voice communications equipment: The user must be able to pick up their handset, hear dial-tone and call another party. While being able to connect with another party is still a must, today there are many additional expectations for voice networks. A properly designed and functioning network must improve productivity, reduce costs and help to provide a positive experience for the end customer. An Avaya voice solution from Comm-Works enables the improvement of business processes and positively impacts the bottom line.



A PROVEN AND RELIABLE SOLUTION

Avaya is a market leader in providing enterprise-wide voice communications solutions. An Avaya voice communications solution simplifies call answering, improves customer service, keeps mobile employees connected to the business and protects current communications investments.

Avaya offers unique voice communications solutions that provide a powerful selection of advanced telephony features. For multi-site enterprises, it provides reliability and simplicity at a price point that works. More importantly, as business needs change, there is a clear and affordable migration path to protect the initial equipment investment.

Avaya's unified communications solutions help remove the barriers between voice, email, conferencing, video and instant messaging. For the connected enterprise, this means reduced time to decision, increased productivity and the ability to provide a simple and consistent user experience across all types of communications. You can help streamline your business processes by eliminating the delays caused by the time it takes to track down the right people and information.

A SOLUTION FOR MULTI-SITE ENTERPRISES

Comm-Works is an Avaya Authorized BusinessPartner as well as a Nortel Advantage Partner that specializes in providing Avaya's voice communications solutions to multi-site enterprises with geographically dispersed locations. Comm-Works understands the benefits inherent in a properly designed IP or TDM based voice solution. By combining that knowledge as well as understanding its customers' business requirements, Comm-Works is able to create the right solution to ensure that those business objectives are met.

Comm-Works held Nortel and Avaya partnerships prior to the Avaya acquisition of Nortel. Because of these partnerships, Comm-Works is uniquely positioned to provide expertise on a wide range of Avaya's product suite which incorporates the following:

- ◆ Avaya Partner
- ◆ Avaya IP Office
- ◆ Nortel Integrated Communications Systems
- ◆ Nortel Business Communications Manager
- ◆ Norstar Messaging
- ◆ Digital Mobility
- ◆ Nortel Communications Server 1000
- ◆ Nortel Call Pilot



LIFECYCLE SERVICES

Comm-Works covers the full spectrum of services required for a successful Avaya voice communications solution. From detailed assessments and design, to a sound implementation and on-going support, Comm-Works is the single-source provider you need to launch an Avaya solution.

Assess & Design: Through Comm-Works' Assess and Design Lifecycle Services, customers will work with Comm-Works to identify key business issues that can be solved through implementing an Avaya voice communications solution. Finally, Comm-Works will create a detailed system design to bridge the business and technical requirements

Stage, Configure & Implement:

Customers will benefit from a single-source provider to procure all of the necessary equipment as well as coordinate the equipment's on time delivery to multiple destinations. Comm-Works also offers comprehensive staging and configuration services including warehousing and inventory management out of its state of the art Logistics Centers to ensure the system is up and running correctly before it is deployed to the production site. Comm-Works' implementation services not only include expert project management to successfully deploy the voice communications solution, but also its global service partner network to make certain that we deliver resources with the proper qualifications to each of your locations.

Support & Manage:

Once the solution is deployed, Comm-Works delivers proactive support and managed service for the Avaya voice communications solution. Comm-Works offers multiple support and managed services packages ranging from remote monitoring and Move/Add/Change (MAC) to proactive support services and even on-site repair and management.

With Comm-Works and Avaya you are ensured a voice communications solution that is cost-effective, enhances remote-location productivity and is easy to manage.

ABOUT COMM-WORKS

Comm-Works is a global technology provider for multi-site corporations and U.S. government agencies. Comm-Works offers a total portfolio of infrastructure, communications, security and energy management lifecycle services that scale to any of your locations worldwide. In order to deliver 24/7/365 services to over 200,000 customer sites, our experienced and certified engineering, project and support teams leverage a comprehensive network of qualified service professionals. Utilizing best in class tools including Web-WorksSM, our web-based project management tool, customers realize the benefits of accurate, timely and cost efficient engagements. One call. We take IT from there. Anywhere. For more information, visit us on the web at: www.comm-works.com.

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