Avaya one-X® Mobile
New Ways of Working Can Drive Growth and Reduce Costs

A new standard for business is emerging – being defined by emerging technologies and the demands of a new generation of customers – the mobile worker. While some organizations view this trend as a challenge, others have found ways to turn worker mobility into an opportunity that not only drives growth but increases their competitive advantage.

Mobility for Any Environment

In today's economic climate, businesses rely more and more on their sales teams, executives, consultants and other workers to be on the job, while on the go. While employee mobility requirements can differ by their area of business and role within the organization, with the growing number of mobile devices available to employees, it can be difficult for enterprises to accommodate the possible combinations of devices and requirements. And the increasing use of cell phones and mobile devices can drive up monthly usage costs. Enterprises want to make employees more effective, but at the same time, need to balance functionality and productivity with the associated costs.

How Avaya one-X Mobile Can Benefit Your Enterprise

Avaya one-X Mobile enables enterprises to increase employee productivity and responsiveness outside the office while helping to reduce mobile expenses:

- By extending business communications applications to mobile devices, employees can be more accessible and productive while on the move.

- By integrating these the powerful telephony capabilities, once only available when in the office, users also have the ubiquity and portability of the mobile device.

- By offering one number inbound and outbound calling, visual voicemail, corporate directory lookup, enterprise call log, user controlled call routing, and more with device security, web-based clients and a broad range of supported mobile devices.

Workers, sales and executives no longer need to provide multiple reach numbers, making them easier to contact. The additional benefits? Increased employee productivity and customer satisfaction.

Benefits for Mobile Employees

Improved Availability Through One Business Number Access

- Calls to the deskphone simultaneously ring up to four other devices, reducing the chance of missing important calls

- Seamlessly transfer calls between mobile and deskphone

- Calls made from a mobile device can show the desk phone caller ID, for true one-number portability.

Enhanced Convenience with Dual Mode Capability

Avaya offers Dual Mode capability though integration with DiVitas, an Avaya DevConnect partner. For enterprises that want to leverage both Wi-Fi and cellular networks with a single device, Dual Mode allows the user to talk via the cellular network or via a secure Wi-Fi connection, with two-way seamless handover.

For example, while on campus, users can dial out via their existing Wi-Fi network, a free call, and the software client will seamlessly transfer the call to the cellular network as the user leaves campus.

Productivity-increasing Unified Communications Features on a Mobile device

- Manage only one business number and voice mailbox
- Easy to use graphical interface with large color screens for quick access to desk phone features
- Advanced capabilities, such as visual voice voicemail, enterprise directory and user controlled call routing

Better Work/Life Balance

- Separate business and personal phone management profiles
- Employee can turn on/off business profile as needed
- VIP Lists allows only key callers to get through to ensure minimal interruptions during off hours or during critical meetings

Benefits for IT Managers

Integrating Mobile Devices into Business Operations

- Mobile devices can be integrated with business call recording and call tracking features
- Access to call coverage capabilities
- Supported devices offer advanced applications for the power mobile user

Centralized Intelligence and Control

- Business number is owned and retained by enterprise

- Enable business to be conducted outside of the office for improved business continuity

Cost Reduction

- Enterprise contracts with service providers can reduce service and equipment costs
- Helps minimize international calling expenses by routing international calls over the enterprise network
- Reduce mobile device minutes through use of existing data plan with features such as local voice mail access and use of available land lines.
- Support for broad number of mobile devices allows for use of existing mobile deployments

Avaya one-X Mobile Features

An intuitive graphical user interface delivers quick access to Unified Communications functionality. The clients support major mobile operating systems (iPhone, Java, Palm, RIM, Symbian, and Windows Mobile 5/6) and devices ranging from high end smart phones such as the Apple iPhone to lower end feature phones. This solution is compatible with most enterprise mobility environments, independent of the devices deployed or wireless networks used.

Initiating/Receiving Calls

- **Single Number Access Inbound**
  Incoming calls to the deskphone, ring both the desk and up to five other devices. Eliminates the need to give multiple reach numbers.

- **Single Number Access Outbound**
  Because users dial through the PBX, they can leverage the existing corporate infrastructure, offering significant savings on international calls.

- **Easy Mobile Switcher**
  Seamlessly move calls between the office and mobile device without interruption regardless of device used to dial or receive the call.

- **One device for personal and business**
  Users can control whether outgoing calls are dialed direct, for personal calls, or via the PBX, for business calls.

- **Dial by Extension**
  Users can place calls using the internal extension dialing plans as they would in the office

- **Call Routing**
  Users can route incoming office calls to any device based on schedule, location or on an ad hoc basis using a quick entry feature.

- **VIP Lists**
  VIP lists manage incoming calls. Any calls not on the VIP Lists can be sent directly to voice mail to minimize interruptions.

Voice Mail

- **Single Voice Mail**
  If a business call is not answered from the mobile device, the call is sent back to the corporate voicemail system ensuring there is only one voice mail box for mobile workers.

- **Visual Voicemail**
  Corporate voicemail is visual, leveraging Modular Messaging, so users can prioritize messages and get to the critical ones first. Stored locally, there is no dialing into voicemail, saving minutes and time.

Other Applications

- **Corporate Directory Integration**
  Easy access to corporate contacts through the search function callers in the directory will show the contact name instead of the number.

* Avaya one-X Mobile for Java offers UC functionality on Symbian as well as other devices.

WESTERN KENTUCKY UNIVERSITY

Western Kentucky University, (WKU) with more than 19,000 students on seven campuses, and more than 3,000, staff felt they had a wealth of communications resources delivering less than its full potential.

WKU's technology vision included a Web-based portal to give faculty and students freedom of movement and enable them to select and access diverse communication capabilities, including instant messaging, email, and mobile calling with access to enterprise calling features, and video conferencing. WKU also had to help faculty move freely among classrooms; between offices and labs as well as multiple campuses. Drive time had to be reduced or made productive. Edwin Craft, WKU's Director of Telecommunications, wanted to embed mobility applications into his evolving IT and voice communication strategies.

Since the adoption of Avaya Unified Communications including Avaya one-X Mobile, staff and faculty move about on the campus and serve multiple campuses without getting out of reach or behind on messages. Mobility applications have enabled users to avoid phone tag and frustration - they can be reached anywhere on campus at any time. Faculty can even switch an office call to a cell call without interrupting a discussion meeting the demands of drive time and out-of-office time with much less stress and lost productivity.

> **"At WKU, we have a far reaching vision of integrated communications capability and implementing that capability has definitely helped transform the day-to-day experience of students, faculty and staff. We are more competitive in attracting students, our faculty and staff are less stressed thanks to mobile communications, and even our campus security is enhanced with more options for contacting individuals urgently."**

Edwin Craft, Director or Telecommunications, Western Kentucky University

System Requirements

	UC Clients
Required Licenses	
	Extension to Cellular R6.1 or greater or UC Standard Edition, Avaya one-X Mobile client access license
Supported Languages	
	US English, Arabic, Brazilian Portuguese, Chinese (Simplified & Traditional), Dutch, English (Australian, UK & US), Finnish, French, French-Canadian, German, Italian, Japanese, Russian, Spanish)

System Requirements

Supported Environments	
PBX	Avaya Communication Manager versions 4.x and 5.x
Messaging	Avaya Modular Messaging (MM) versions 3.0 and 3.1 and 4.0 MM/MMS and Microsoft Exchange (requires Visual Voice Mail)
Directories	Microsoft Active Directory 2000 or 2003 (recommended), LDAP version 2 and 3

Server Requirements (Customer Provided)	
Processor	2.4 GHz Single-processor Intel Pentium IV or higher
Memory	2 GB RAM
Drives	60 GB hard drive, DVD ROM drive
NICs	2) 10/100 Ethernet network interface cards
Modem	Red Hat Enterprise v3.0 compatible (remote support)
OS	Windows Server 2003 for one-X Mobile Server Installation
Software	Required only for customer Provided Server option: • Windows 2003 Server[1], Exchange system Management Tools[1, 3] (for Avaya Modular MM Exchange MSS installations only), Microsoft SQL Server 2000 Desktop Engine[2, 3,] Microsoft Active Directory 2000 or 2003

PC Requirements – End User Access	
Browser	Microsoft Internet Explorer IE6.0.x and 7.0.x + or Firefox 2.0.x
OS	Windows 98, ME, Windows 2000, Windows XP, or Windows Vista

Supported Endpoints	
Deskphones	Avaya: 4600 & 9600 series IP phones, 6400 and 2400 DCP phones
Mobile Device Compatibility	Supports Palm, RIM, iPhone, Java, Windows Mobile and Symbian. For a complete list of mobile devices, see the "Avaya one-X Mobile Device Compatibility List" at **support.avaya.com**

[1] Included in Avaya Hardware version
[2] For Cisco or Avaya Modular Messaging Exchange MSS installations only
[3] This software is not needed for the second presentation server, only the main application server

Learn More

For more information about how the Avaya one-X Mobile can support your business, please contact your Avaya Client Executive, Avaya Authorized BusinessPartner or visit us on **avaya.com**.

About Avaya

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information please visit www.avaya.com.

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