Affordable, best-in-class Unified Communications solutions for global enterprise customers, branch offices, and mid-sized businesses

The challenge
Organizations are facing relentless change of pace in a volatile market, and decisions they make now must be flexible enough for future needs. They need a choice of the best solutions to handle these key areas:

Cost management
Managing multiple, disparate PBX and key systems is expensive. IT departments spend substantial resources on keeping office and branch communication infrastructures up to date.

Risk mitigation
Many enterprises face an inability to communicate during a major business interruption, during a crisis situation, or during peak demand when communication is needed most.

Differentiated customer service
Many are unable to respond to customers in a timely manner, resulting in poor customer service and customer experience.

Workforce productivity
The inability to efficiently collaborate with co-workers leads to reduced productivity.

“HP ProCurve products were head and shoulders above the competition as far as price/performance is concerned and we were attracted by the fact that the technology comes with an industry-leading warranty”*

Bernie Burdett
IT director
Cabot Financial
United Kingdom

For as long as you own the product, with next-business-day advance replacement (available in most countries). The following hardware products and their related series modules have a one-year hardware warranty with extensions available: ProCurve Routing Switch 9300m series, ProCurve Switch 8100F series, and ProCurve Network Access Controller 800. The following hardware mobility products have a one-year hardware warranty with extensions available: HP ProCurve M111 Client Bridge, HP ProCurve MSM3xx-R Access Points, HP ProCurve MSM7xx Mobility and Access Controllers, HP ProCurve RF Manager IDS/IPS Systems, HP ProCurve MSM Power Supplies, and HP ProCurve 1 Port Power Injector. Disk drives in the HP ProCurve ONE Services zl modules have a five year hardware warranty. Standalone software, upgrades, or licenses may have a different warranty duration. For details, refer to the ProCurve Software License, Warranty, and Support booklet at www.procurve.com/warranty.
How HP ProCurve and Avaya help you meet the challenge

HP ProCurve Open Network Ecosystem (ONE) provides an open networking platform with the security you need to ensure tested and certified applications are able to run on your network. In addition, through its ecosystem of alliance partners, ProCurve ONE delivers a choice of top applications—so you get the most business value from your network.

HP ProCurve and Avaya Unified Communications combine to deliver intelligent communications solutions built on best-in-class network infrastructure solutions. Implement ProCurve and Avaya with confidence—backed by HP and Avaya’s comprehensive interoperability testing and certification:

- Ensured interoperability and support for Avaya Unified Communications and IP telephony applications
- Delivery of standards-based, secure, and reliable communication services to enterprise campuses and distributed branch sites
- Delivery of optimal IP communications with the flexibility to build best-in-class networks that unify communications to help solve customers’ business needs

Increase business agility, mitigate risk, and manage costs

- Flatten, consolidate, and extend a single Unified Communications infrastructure across your entire enterprise.
- Reduce costly maintenance and Move/Adds/Changes (MAC) expenses of many independent PBX or key systems.
- Reduce monthly telecom expenses by routing traffic over an IP network.
- Eliminate travel time and expenses for branch office administration by using centralized management tools.
- Have the ability to lock in the maintenance cost for communication systems and also include automatic software upgrades to ensure your systems have the latest capabilities.

- Enables system maintenance coverage that is proactive in nature with monitoring and detection for potential system problems, along with the ability to resolve 96 percent of those issues without requiring technician dispatch before problems affect customers.
- Provides cost-effective all-in-one Unified Communications solutions for mid-sized businesses.

Optimize worker productivity

- Provide consistent Unified Communications to all users regardless of location.
- When your employees are mobile, telecommuting from home, or working at another office or branch location, they are still accessible to customers and co-workers via Avaya one-X™ Unified Communications.
- Full integration with Microsoft® Office Communications Server (OCS) 2007, IBM Lotus Sametime, and Lotus Notes for a choice of desktop interface.
- Employees can receive and retrieve all of their messages (voice mail, e-mail, and fax) in a single, unified mailbox; be notified of important messages and callers; and access corporate directories. These are also available via speech access.
- When you need to find an expert within the business to drive customer resolution, you can do so easily using presence status and providing a click-to-dial capability to connect to the right resources.

Maximize revenue potential across all customer contacts

- Change announcements seasonally, weekly, and daily to keep them relevant and competitive, and to increase revenue and brand impact.
- Leverage Avaya’s leading contact center capabilities for medium- and large-sized enterprises to optimize multi-channel and multimedia customer contacts, while providing analytics and workforce management solutions.
- Integrate branch office communications with contact centers to drive consistent customer experience.
- “Find an Expert” capability allows agents to quickly locate experts in the enterprise via presence and drive quick, first-call resolution.
Solution architecture

Solution features
• Large-scale UC deployments
• Can follow or combine with Unified Communications solutions
• Redundant, fault-tolerant networking
• Ease of management and control through modular configuration capabilities, IP phone auto-discovery, and provisioning.
• Services: a complete portfolio of available service options from assessment to support

Solution benefits
• Optimized communications driving improved customer service
• Process-driven improvement opportunities to increase revenues and profits of knowledge-worker-based business; extends IPT investment
• Opportunities to review and potentially reduce ongoing operational costs associated with managing and maintaining multiple separate legacy communications systems

Solution components
The solution may include the following:

Avaya components
• Avaya Communication Manager, Enterprise Edition, Branch Edition
• Avaya Gateways
• Avaya IP Telephones
• Avaya one-X™ Unified Communications applications
• Avaya Contact Center applications

HP products and solutions
• HP ProCurve Switch 8200, 5400, 3500, and 2600 series
• HP ProCurve secure wired and wireless networking solutions

HP services
• HP Technology Services
• Network Solutions Group: plan, design, implement, and support
Why HP ProCurve and Avaya?

HP ProCurve is the Network of Choice for best-in-class solutions, products, and services for wired and wireless networks. HP ProCurve’s Adaptive Networks vision offers the flexibility to deliver secure, standards-based solutions—helping to optimize the business value of networks by fortifying security, reducing complexity, and increasing productivity. Through the HP ProCurve Open Network Ecosystem (ONE), ProCurve delivers a choice of standards-based solutions. HP ProCurve was positioned in the Leaders quadrant in research and advisory firm Gartner Inc.’s 2008 Magic Quadrant Report for Global Campus LANs and is a worldwide leader in the Ethernet switch market, according to Dell’Oro Group.

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

What is HP ProCurve ONE?

Businesses are constantly seeking ways to improve competitiveness and manage costs. You need to enable new applications to support the business, while addressing cost and network complexity. Today, you’re forced to choose between integrating multiple appliances through open standards or being limited to a sub-optimal and proprietary solution from a single vendor.

HP ProCurve’s Open Network Ecosystem (ProCurve ONE) allows you to choose from a selection of market-leading applications and to integrate them with your network, having the confidence that the solution has already been pre-tested. Should you run into an unforeseen problem, ProCurve’s support team can provide fault-isolation assistance, and in the case of complex interactions will work closely with our alliance partner to isolate the cause of an issue and propose a resolution plan.

To find out more about the joint Avaya and HP ProCurve solution, visit www.procurve.com/one

For more information

To learn more about HP ProCurve Networking, please visit ProCurve.com
To learn more about Avaya, please visit www.avaya.com

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