AVAYA
The Power of We™

IP Office Multi-Site Option

Cost-effective communications across remote sites

For businesses with multiple locations, the Avaya IP Office Multi-Site Option provides a cost-effective and easy-to-manage solution for enabling communications across remote sites. The IP Office Multi-Site option helps employees collaborate with ease – whether in a satellite office on the other side of town, across the country or around the world. Employees can streamline communications by being able to "see" via their phone or PC screen which staff members are on the phone or away from their desks. A single receptionist can handle calls for multiple sites. Employees can quickly and easily exchange information via chat to help speed decision-making. And with built-in resiliency, one location that experiences a disruption can automatically failover to another location, helping to ensure business continuity.

If your business already has multiple locations (IP Office can network up to 1000 users across 32 sites), or you plan to expand beyond a single location, the IP Office Multi-Site option will help ensure cost-effective and seamless communications.
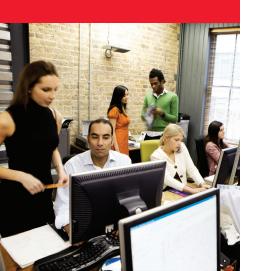
Overview

Built-in Resiliency – Network IP Office systems to help make sure you're always ready for the unexpected. With IP Office there is no costly, redundant equipment, just a seamless ability for IP phones to failover to another site in the event of a disruption, so voice communications can always remain available. In the unlikely event of voice messaging failure, voicemail remains accessible. Voice messages and configuration data is automatically backed up. You have peace of mind with IP Office.

Centralized Management – Do you have administrators situated at each location or constantly traveling between sites to make routine updates and changes? With its easy to use management interface, administrators can manage the IP Office network from a centralized location, reducing costs and making updates more quickly.

Hot-Desking – Employees who travel between sites can log on to any phone on the network regardless of location, and make and receive calls. They can retrieve and respond to messages, using all of their other communications capabilities, just as if they were at their own desk. Hot-desking helps enhance the productivity and accessibility of your mobile staff.

Seamless Call Routing – Routing outbound calls across the network (through the most cost-effective location) helps keep calling costs down, while helping to ensure inbound calls quickly reach the right person, regardless of location. With presence capabilities, it's easy for employees to "see" who's available to take a call. A single receptionist can manage all calls for multiple sites, reducing costs, providing customers and other callers with a consistent experience.

Benefits

Simplified Management – With its centralized and intuitive PC interface, IP Office makes managing multiple sites fast and easy.

Reduced Costs – Routing calls across your network, handling calls and managing your system from a centralized location, can deliver significant cost savings to your business.

Business Continuity – Built-in system resiliency helps to make your business ready for virtually any situation.

Increased Productivity – A wealth of features – including mobility, conferencing, cross-location paging, messaging, and more – gives employees the tools to stay productive and accessible to customers anytime, anywhere.

Learn More

To learn more about Avaya IP Office-Multi-Site contact your Avaya Account Manager or Authorized Partner. Or, visit us online at **avaya.com**.

System Requirements	• Multiple (up to 32 sites) IP Office 500 systems (networked) • Centralized Messaging: IP Office Advanced Edition or IP Office Preferred Edition at main location; no messaging at remote sites • Distributed & Back Up Messaging: IP Office Advanced Edition or IP Office Preferred Edition at all locations • Ethernet-attached PC running Windows Server 2003 (32-bit), Windows Small Business Server (32-bit and 64-bit), Microsoft Windows Server 2008 (32-bit and 64-bit), Windows Server 2008 R2 • Ethernet-attached PC configured with IP Office Applications Server DVD For complete and latest PC and Server specifications, refer to latest Avaya IP Office Technical Bulletin and Technical Tip documents.
User Requirements	• Any IP Office telephone • Any IP Office User Productivity Solution (recommended) including IP Office Receptionist, IP Office - Office Worker, IP Office Power User, and IP Office Teleworker
Feature Detail	Capacity: Up to 1000 users across 32 sites System Features within Multi-Site Network: • Desk to desk calling • Calling & called name & number display • Call pick up of ringing phone • Inbound call routing and distribution including across groups • Outbound call routing via least cost routing • Presence/busy lamp field status • Internal directory access for quick dialing • Paging to individual telephone or remote paging system • Viewing Absent Text Message set by remote telephone • Hot-Desking • Centralized, distributed, and back-up messaging

About Avaya

Avaya is a global provider of business collaboration and communications solutions, providing unified communications, contact centers, data solutions and related services to companies of all sizes around the world. For more information please visit **www.avaya.com**.