

Avaya Cloud Solutions

Hybrid Connect



Migrate your existing customers flexibly to Avaya Cloud Solutions (ACS), delivered by BT Wholesale.

ACS Hybrid Connect enables customers to consolidate their legacy communications systems and infrastructure into a single service environment, to transform and streamline business.

ACS Hybrid Connect:

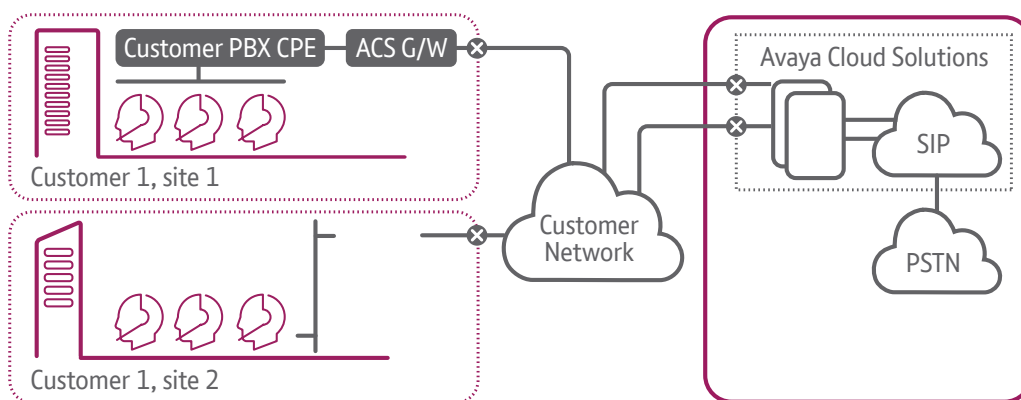
- Helps customers who want new service capabilities or to add more users which their existing systems will not support without additional CAPEX.
- Enables customers to de-risk the migration of their business to an OPEX based hosted service through a phased approach.
- Supports the needs of multi-site enterprise customers.
- Enables older systems to connect into the platform to share common UC and CC features.
- Supports numbers ported onto ACS, and to make and receive calls from the PSTN.

ACS Hybrid Connect capabilities

Hybrid Connect offers customers, the means to optimise costs through managing a mixed estate in line with customer needs as part of a business transformation strategy.

ACS Hybrid Connect provides:

1. A trunk connection for older systems to the platform. A Mediation Gateway is required, which allows most devices to operate with ACS via industry standard interfaces.
2. Alternative deployment options for sites with longer term cloud migration strategies.
3. Supports numbers ported onto ACS, and to make and receive calls from the PSTN.



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Flexible options

- Supports Aura integrations natively.
- Multi-vendors PBXs are supported via IP Office as a Mediation Gateway (using QSIG).
- Available in 30, 60, 90, 120 channel configurations.
- Channel Partner can flexibly use the IP Office on-premises to meet local requirements. IP Office is supported by the Channel Partner.

Target customer types

- Customers with existing estates where managed migration and business continuity is critical.
- Typically larger multi-site customers.
- Where older CPE solutions are not fully ready for end-of-life.
- Large base of in-life handsets which need to be retained from an existing solution.

Key benefits of ACS

- A common experience for hosted Unified Communications (UC)/Contact Centre (CC) service across all users with **centralized management** and control.
- Supports hybrid estates mixing hosted and premises CPE.
- **Pay as you go** consumption of new features.
- **Secure enterprise deployment with SLA.**
- **Economical**, all on-net calls free between sites.

Benefits

Hybrid Connect is a stepping stone to a cloud solution, and offers the following:

- Ability to migrate PBX CPE sites onto the hosted solution at a time to suit the business
- Ability to extend the life of legacy PBX CPE devices
- Overlay additional functionality and capacity via hosted services while maintaining sites served by PBX CPE
- Common dial plan across legacy and hosted estate
- Free on-net calling and allows calls to be made and received from the PSTN.
- Increased productivity benefits are available immediately to cloud users.

Why BT Wholesale and Avaya?

- Avaya is one of the world's largest providers of contact centre and unified communications services
- BT Wholesale is the UK's leading wholesale communications business
- Customers have access to the full suite of Avaya Aura® Contact Centre and Unified Communications products, delivered over BT Wholesale's high-speed, high quality, managed Ethernet network (which allows us to provide you with service-credit backed guarantees)
- Your customers can access features and services that are normally only available to large enterprises
- Our solution enables you to harness our combined strengths without any capital investment.

With Avaya Cloud Solutions delivered by BT Wholesale, you can benefit from the combined reach and market share of both our companies, exploiting economies of scale, streamlined provisioning and configuration tools, based on a commercial model that will enable you to build innovative commercial deals for your customers.

The best of both worlds: BT Wholesale and Avaya.

A cloud service that provides a clear route to growth and greater profitability.



The information in this publication was correct at time of going to print. We may make minor alterations to the specifications of products which do not affect their performance, and may vary prices and delivery charges.

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