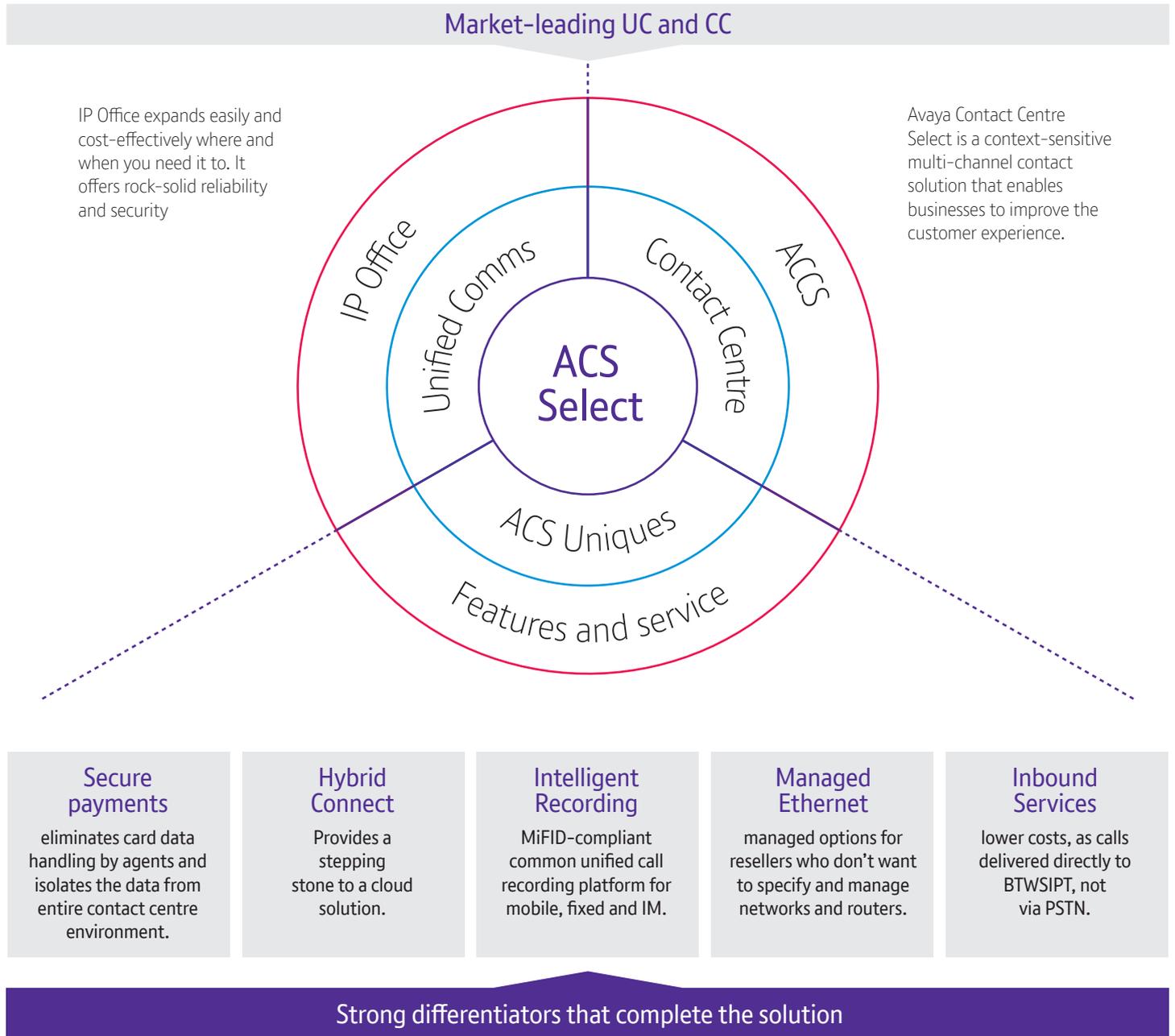


# Avaya Cloud Solutions Select (ACS Select)

**Reseller benefits.** Cloud-based unified communications and Contact Centre – the route to new revenues and growth



Avaya Cloud Solutions (ACS) is a Cloud Delivery platform. ACS Select offers mid-market customers IP Office and Contact Centre Select technology, securely hosted within our facilities, and accessed via Ethernet or Internet. ACS also continues to support Aura for very large enterprises.

#### Meeting your customers' needs

ACS Select gives you a quick and easy way of selling into the rapidly growing unified communications (UC) and contact centre market. It's all hosted within the BT data centre environment (which includes Wholesale SIP trunking to PSTN interconnect).

#### Sell the complete solution with confidence

Our service is also designed to help **you**. It has everything you need, in one place:

- you get a **complete solution** – the technology platform, a fully hosted solution and a host of value adds
- a single SLA/ SLG, one contract, one helpdesk and a single point of billing, underpinned by credits
- you gain a fast way into the cloud – with no need to invest in CPE, design or security, or to specify infrastructure needs per customer
- with our multi-instance hosted environment, you can give your customers ownership and control of the service.

#### Did you know?

Some of the stand-out benefits of ACS Select include:

- UC and contact centre services with centralised management and control
- support for hybrid estates
- a 'pay as you go' approach – and all on-net calls are free between sites.

#### What you get with ACS Select...

Our service offers a proven voice and UC platform for both fixed and mobile users. It includes unified messaging; audio, video and web collaboration; support for remote workers; a contact centre, voice and multi-media service.

This is all delivered by Avaya IP Office, Contact Centre Select. And coming soon – Avaya Workforce Optimisation and Avaya Aura® Experience Portal\*.

\* ACS Select roadmap

#### A differentiated offer for your customers

With ACS, we also supply a range of integrated add-ons. These will enable your customers to make the most of the solution. They also enable you to address specific customer needs and win additional incremental revenues:

- **Intelligent Recording** – a common recording solution for fixed and mobile users. It complies with regulations such as MiFID (including Instant Messaging where Skype for Business is used)
- **Secure Payments** – a cloud-integrated, PCI-compliant payment processing service. It's ideal for contact centres that take credit card payments over the phone. It also gets rid of most of the mandatory controls that customers need to demonstrate when they're audited
- **Ethernet Access managed service** – our managed options for resellers who don't want to specify and manage the access element comprising the access and its routers
- **Inbound Services** – our solution enables you to offer better pence-per-minute (ppm) rates for IP calls to customers with contact centres. This will improve the return on investment (RoI) of the whole cloud solution
- **Hybrid options** – connectivity that enables you to provide a stepping stone to a fully hosted solution (Hybrid Connect) and resilience for local sites (Hybrid Local Resilience).

### A service that suits your customers' needs

Customers usually can't afford greenfield environments. Instead, they prefer to use their existing assets while they can. And with ACS Select, they can! Our hybrid options enable you to offer ACS Select whilst gradually migrating your customers to the cloud. At their own pace.

### Target customers

ACS Select is a highly cost-effective solution for mid-market customers that have to meet the needs of up to 400 contact centre users and up to 3,000 telephony / UC users.

### Key benefits for you

#### New market opportunities

As an Avaya-accredited reseller, you'll be able to generate new revenues from mid-market customers, opening up further business opportunities.

#### Less risk when offering cloud services

Cloud services often involve a large initial investment paid back over several years; a commitment to planned and unplanned capital; people costs; a contractual risk; and ad hoc upfront and unforeseen expenditure.

**But not with ACS Select.**

With other solutions, you might have to establish a hosting platform and a refresh cycle; manage the customer SLA; and ensure and maintain its ongoing capability.

**But not with ACS Select.**

And you don't have to invest upfront in the platform and hosting the service offers out sourcing, testing and integration. We'll monitor and adjust the capacity to meet changes in demand. In fact, we provide everything you need. And all in one place.

#### Single provider - for privacy and security

ACS Select simplifies your support responsibilities. The end-to-end service is delivered over a single carrier infrastructure, with no interconnects. The hosted environment includes the SIP interconnect to the customer. The SIP and network capacity is dedicated per customer. Our network and infrastructure is secure. We manage security and privacy through assessments and tests that protect the integrity and performance of the service. Penetration tests ensure the security of customer data. ACS security is certified by BT Security – one of the world's largest security practices.

#### Managed service - for reliability

ACS Select is a reliable platform. We manage performance, platform support and care to ensure high availability. We also monitor service levels and capacity. For any changes to the service, we manage the auditing, review and testing of the changes, including new software releases. Meanwhile, our 'multi-instance' environment enables you and your customers to control and administer the service. That means all of the benefits with none of the hassle.

#### Operational flexibility - for a rapid response to changes

Our solution can be scaled easily. Users can therefore respond rapidly to changes in demand, seasonal peaks or other business needs. This removes the need to provide for the unexpected – the business can expand when necessary and pays only for what's used.

### The ACS Select platform and infrastructure

#### The platform

- every platform network component is redundant
- an active approach is used
- High-availability design
- VMWare dynamic resource scheduling
- standard reference architecture.

#### The network

- every core network component is redundant
- geographically diverse network access links throughout
- highly available, secure and diverse BT core data centres
- dual-homed access routers.

#### The data centre infrastructure

- redundant power and uninterruptible power supply (UPS) – UPS system available
- local generators back up (N+1) fire and flood detection
- secure access control: get into rooms via electronic access control (EAC)
- rooms built to latest BT security guidelines, with intruder detection, motion detectors, vibration sensors and cameras
- Tier 3 data centre specification.

#### 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
- your customers can access existing and new features and capabilities as a service, without any capital investment, all from one supplier
- with Avaya Cloud Solutions delivered by BT Wholesale, you can benefit from the combined reach and market share of both our companies. This means that you can exploit economies of scale, with a service that puts you in control of your customer.

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Find out more at: [www.btwholesale.com](http://www.btwholesale.com)

**Offices worldwide**

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