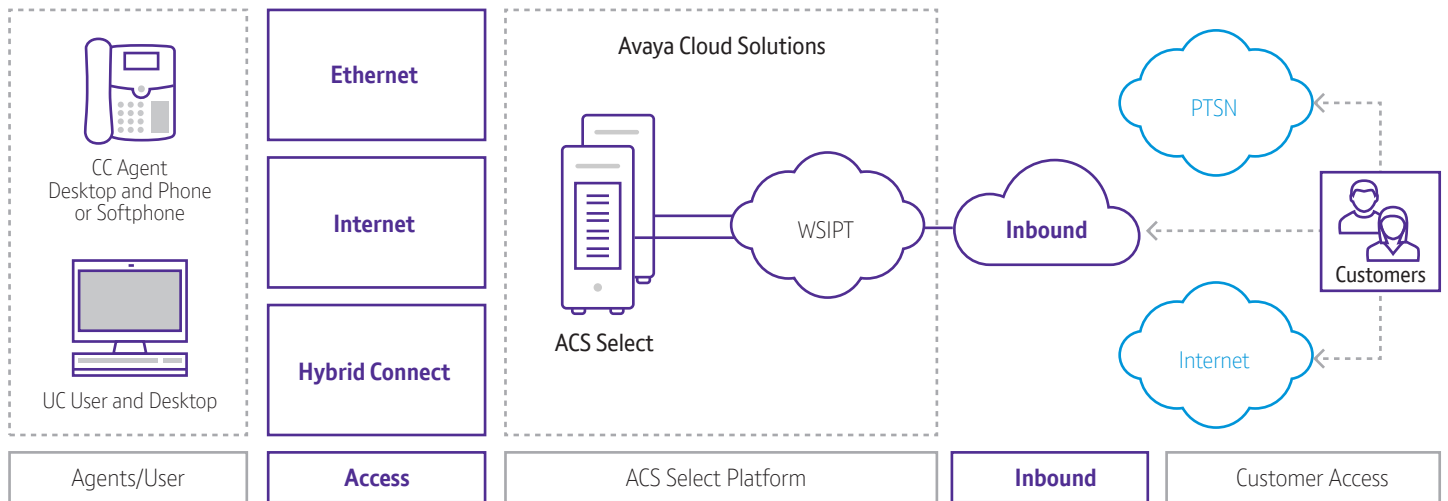


# Avaya Cloud Solutions Select (ACS Select)

Access and connectivity options for your customers



## 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.

ACS Select comes with comprehensive connectivity and access routes enabling you to tailor how the solution can meet the full range of customer working, for a mix of sites, from HQ to remote, and for people working flexibly.

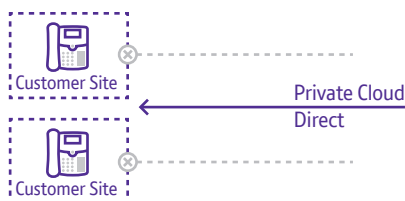
## Meeting your customers' needs

The connectivity and access options are:

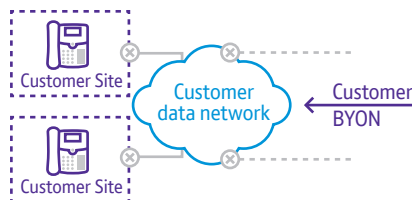
### 1. Ethernet

The key method of accessing ACS Select is via Ethernet. It provides high-performance, private and secure connectivity, giving your customers a wide range of options for connecting to their own networks or Bring Your Own Network (BYON):

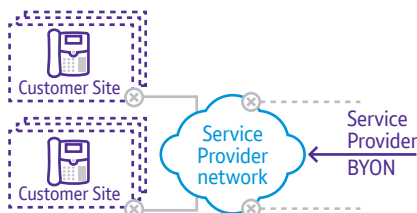
#### Directly to customer's sites



#### Interconnect to customer network (Customer BYON)



#### Interconnect to the customer's service provider network (service provider BYON)



Utilising a service provider network can save cost if the customer side access and routers already exist and can be shared with other services

**Ethernet Access managed service** – our managed options for resellers who don't want to specify and manage the access element (i.e. the access and its routers)

### 2. Internet

ACS Select fully supports **secure internet access for IP Office and Avaya Contact Centre Select cloud users**. This brings benefits for homeworkers, single site and multi-site users across the range of ACS devices. The internet can also be used for main site back-up.

## Did you know?

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

- a secure enterprise deployment with a single service level agreement (SLA), one contact, one helpdesk and a single point of billing
- UC and contact centre services with centralised management and control, and support for hybrid estates
- a 'pay as you go' approach – and all on-net calls are free between sites.

### 3. Inbound Services

Our robust Inbound Services platform offers competitive rates and enables numbers to be imported from all major operators.

- **high resilience:** with four diverse nodes, if one is out of service and a server on each of the other three is taken out of service, this still won't affect your customer's service
- **high capacity:** 1,400 calls per second, with full resilience
- **high throughput:** eight million calls per day, with a typical set-up time of 60 milliseconds
- **high availability:** NOC support all day, every day; 99.999% availability.

### 4. Hybrid Connect

The ACS Hybrid Connect option provides voice SIP Trunking channels that enable older PBX-based systems to be connected to the ACS Select platform.

Hybrid Connect provides a stepping stone to a cloud solution. It offers the following capabilities:

- the overall ACS Select Hybrid proposition allows local resilience
- migrating PBX sites onto the hosted solution at a time that suits the business
- extending the life of legacy PBX devices
- overlaying extra functions and capacity via hosted services whilst maintaining sites served by PBXs
- a common dial plan across legacy and hosted services
- free on-net calls
- greater productivity for cloud users
- Hybrid Connect might require a Mediation Gateway to enable devices to operate with ACS Select through an industry-standard interface.

Your customers can connect their overseas sites to the ACS Select platform, enabling users overseas to initiate outbound and receive inbound calls. It offers connection of multiple countries and sites; support for multiple sites per country; and co-existence of international deployments with UK sites. Customers must provide and manage the overseas SIP services and connectivity to our UK Wholesale Ethernet network so that they can access ACS Select. Hybrid Connect is used to support large multi-national organisations with operations in multiple sites and countries.

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

#### Offices worldwide

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### 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.

The best of both worlds: BT Wholesale and Avaya.  
A cloud service that provides a clear route to growth and greater profitability

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or call **0800 671 045**