



## OVERVIEW

# MultiVantage Express

The Power of an Enterprise-class Communications Solution...  
The Efficiency of an Integrated, Single-server Package



Avaya MultiVantage® Express is a complete midsize business communications solution that integrates powerful applications into an affordable package that's simple to manage and use.

As a growing enterprise, you operate in an extremely fast-changing midsize business environment. Your customers are more demanding and the competition is more intense. You need every edge you can get. You need to create a more flexible, responsive, and secure business operation designed to increase revenue and lower costs.

Avaya MultiVantage Express is a solution designed to meet the challenges facing your enterprise by delivering the communications applications you need to unify your dispersed and growing workforce, improve collaboration, bolster productivity, and enhance the way you serve your customers.

MultiVantage Express is a comprehensive communications solution that delivers powerful applications used by large enterprises, integrated into an affordable package that is easy to install, manage and use — lowering your cost of ownership.

The MultiVantage Express solution delivers award-winning multi-media networking capabilities and features, as well as service and financing options that support your business plans.

### **Integrates Powerful Avaya Software**

MultiVantage Express builds on the Avaya Communication Manager foundation. In an integrated solution, it adds the capabilities that are needed most in

a highly scalable architecture that supports both circuit-based and IP-based telephony.

MultiVantage Express capabilities include:

- **Integrated Voice Mail** — delivers all of the messaging and call answering capabilities you need for flexible, comprehensive 24/7 communications including: employee directory, message forwarding, call-in access, fax-messaging, and a user-friendly desktop graphical interface.
- **Auto Attendant** — provides the front door to your firm by answering incoming calls and directing them as you desire. Offers flexibility to answer calls in off-hours and holidays. Gives you the option to create an employee directory for callers.
- **6-Party Conferencing** — connects your distributed workforce and supports impromptu collaboration with partners all over the world using built-in six-way, meet-me call conferencing, a flexible and cost effective way to keep everyone working together.
- **Mobility** — keeps mobile employees (e.g. sales reps) connected with one-number reachability: calls to their office phone ring simultaneously on their mobile phone. An easy-to-use graphical user interface for Nokia and other mobile phones provides office phone features —

such as multiple calls and conferencing — for employees wherever they are. Built-in “follow me” capability provides easy administration and call handling.

- **Softphone Interface** — enables your traveling employees and teleworkers to take MultiVantage Express with them wherever they go. Through a Softphone interface on their computer, employees get full control of all calls and messages.
- **Call Center** — delivers the call handling and routing you need for flawless sales and service operations in a single office or across several locations. Built-in reports allow you to manage and analyze your call center performance. Optional call center applications, like Customer Interaction Express, deliver skills-based call routing.
- **Computer Telephony Integration** — allows you to connect a broad range of third party applications to MultiVantage Express and get the power of integrated call handling and unified communications. Avaya provides connectivity to web services, as well as CSTA/XML and JTAPI/TSAPI extensions.

## Simple to Manage and Use

MultiVantage Express is designed for limited IT staffs and budgets, starting with the installation process. It is installed using pre-configured set-ups that get you up and running in two hours. It also supports networked applications, like messaging, call routing and customer service capabilities, between offices, reducing administration across sites.

Manage your applications through a suite of reports included in MultiVantage Express:

- **Call Logging** — provides number, length and details for all of your calls. Tied to a cost database, it provides an economical call accounting solution.
- **Call Center Reports** — enables you to review and analyze your most effective agents.

Reduce your administrator's costs through easy-to-use self-service applications:

- **My Phone** — allows each user to self-administer their own phone features, such as conferencing and messaging, which saves administrative time and effort.
- **Follow Me** — delivers the ability to create a prioritized step-by-step contact process to reach you.

Manage your communications environment with simple and intuitive network management tools for telephony, routing, switching, and security. Your employees can easily adapt settings and features to meet their needs.

Phones can be unplugged and moved to another extension, taking all their features with them to the new location — there's no rewiring or reprogramming required. The phone extension information and functions stay put, even if the employee doesn't.

## Enables You to Evolve and Grow

By supporting both traditional and IP capabilities, MultiVantage Express gives you the option to evolve your communications from both a technology and business capabilities perspective. You can make the move to IP — simplifying your networks and lowering your costs — when the time is right for you. You can add additional applications, like Customer Interaction Express, if and when the time is right.



Your investment is also protected. Software support and upgrade options entitle you to the most up-to-date MultiVantage Express capabilities available. MultiVantage Express scalability of up to 500 users and 10 locations provides room for your business to grow. Backup and restore capabilities facilitate future upgrades. And when needed, MultiVantage Express delivers an upgrade path to larger enterprise communications systems that scale to tens of thousands of users.

### All of this, at an Affordable Price

MultiVantage Express is competitively priced. Bundled applications and components make it a great value. Simplified software packages, including software support and upgrades, make it easy to price, configure and maintain.

### The Right Choice for You... and Your Business

The right communications tool to use at any given time will vary depending on whether you are working in the office, at home, or on the road. That's why when you choose MultiVantage Express you also choose from a wide range of communications tools and applications designed to boost productivity. Choose a basic phone or one with all the bells and whistles. Connect our IP phones directly to your office LAN, or use them at home and get all the features you have at the office. Turn the screen of your PC into a phone. By giving you options, MultiVantage Express makes your communications simple and cost effective.

### Services

From assessing your communications needs to designing, implementing, managing and maintaining your solution, Avaya Global Services gives you a range of options to supplement your internal resources and adapt to your specific needs.

### Financing

Take advantage of innovative financing solutions for Avaya products and services from Avaya Financial Services making it easy to acquire, add or upgrade the equipment that will keep your business on the cutting edge of technology and help you effectively compete in today's rapidly-changing business environment.

#### Avaya MultiVantage Express at a Glance

**Architecture:** Supports IP or traditional (DCP, analog protocols)

**Capacity:** 100 to 500 users, 10 locations, 240 trunks, with an upgrade path to large enterprise communications systems (that provide service to tens of thousands of users)

#### Applications:

- Avaya Communication Manager
- Voice Mail with Auto-Attendant
- Meet-me Conferencing
- Mobility Applications
  - Extension to Cellular
  - Avaya one-X Mobile
  - IP Softphone
  - Follow Me
- Call Log Reporting
- My Phone (User Administration of Phone Features)
- Computer Telephony Integration (CTI) using Avaya Application Enablement Services
- Self-installing DVD and Wizard
- VoIP Monitoring Manager
- Customer Interaction Express (optional)
- Video Enabling IP Softphone (optional)
- Softconsole (optional)
- Call Center Elite and Reporting (optional)

**Operating System:** RedHat Enterprise Linux with Xen virtualization technology

**Telephone:** Works with a wide range of traditional and IP-based phones and communications devices

**Supported Languages:** English, German, Spanish, Portuguese Brazilian, French, Italian, Dutch, Russian, Japanese, Korean, Simplified Chinese

## Why Avaya?

Avaya offers a range of options that allow you to implement the most advanced communications capabilities on your budget, at your pace and aligned with your strategic objectives.

Is MultiVantage Express the right communications solution for your needs? For more information, contact your Avaya Client Executive or Avaya Authorized BusinessPartner. Or, visit [avaya.com](http://avaya.com).

### Get Results

With MultiVantage Express you get a solution designed to deliver greater efficiency and productivity while also saving you money.

<b>Bolster Accessibility, Collaboration and Productivity</b>	With easy, flexible options for call/message forwarding and one-number reachability, MultiVantage Express keeps everyone in touch. Get the freedom to go where you want and never miss important business by having calls automatically routed to a mobile phone or another location. Important calls can get through to the right person in real-time.
<b>Serve Your Customers Better</b>	MultiVantage Express can give you a customer sales and service center designed for your needs and budget — with all the routing and reporting capabilities you need. Optional upgrades to advanced call center applications, like Customer Interaction Express, are also available. Deliver the personal service that builds sales and customer loyalty.
<b>Lower Costs with IP</b>	Voice over IP — routing calls over IP lines — generates significant savings. If your company is already linking multiple offices using high-speed lines, the VoIP capabilities in MultiVantage Express make it possible to route voice calls over the existing infrastructure. This lowers long distance costs as well as infrastructure costs.
<b>Eliminate Conferencing Fees</b>	For connecting with partners, suppliers and dispersed employees, conference calls keep people working together and help minimize travel costs. Many companies rely on third-party teleconferencing services and pay a price for the convenience. MultiVantage Express gives your organization its own private, secure conference bridge, dramatically reducing the need for third-party conference providers.

### About Avaya

Avaya delivers Intelligent Communications solutions that help companies transform their businesses to achieve market-place advantage. More than 1 million businesses worldwide, including more than 90 percent of the FORTUNE 500®, use Avaya solutions for IP Telephony,

Unified Communications, Contact Centers and Communications Enabled Business Processes. Avaya Global Services provides comprehensive service and support for companies, small to large. For more information visit the Avaya Web site: <http://www.avaya.com>.

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