



# *Delivering Intelligent Communications through Enterprise Voice Mobility*

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IP Telephony

Contact Centers

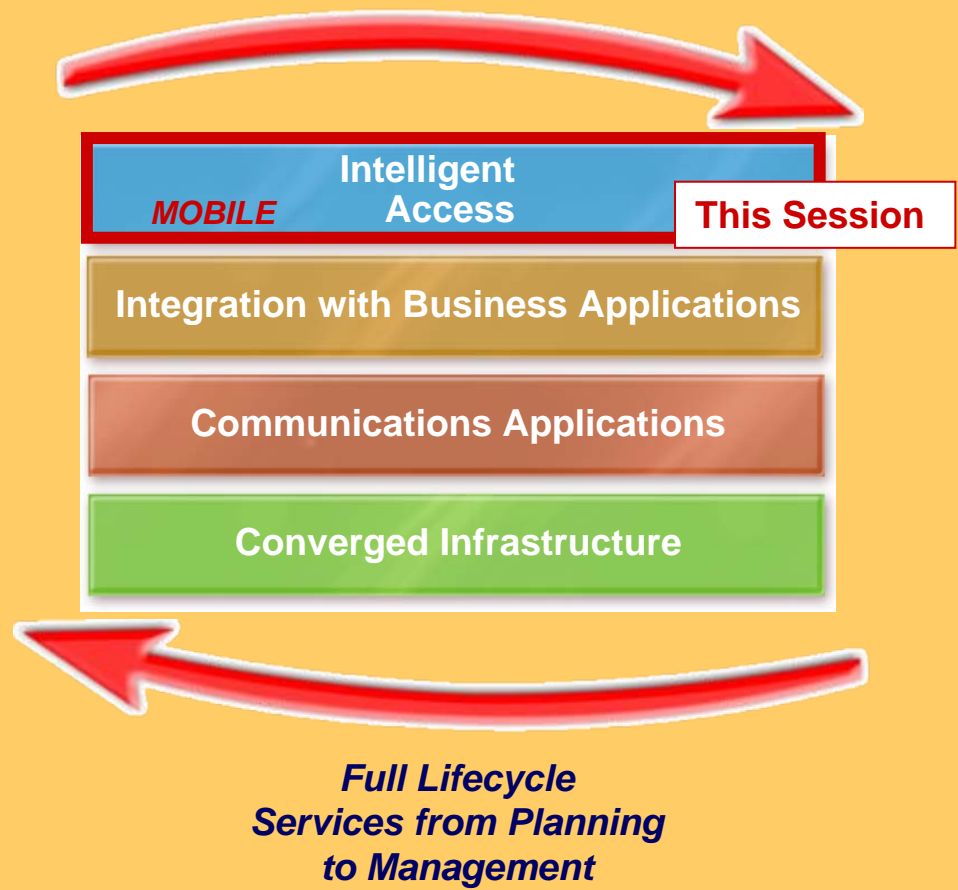
Mobility

Services

## Agenda

- Enterprise mobility needs
- Focusing on the enterprise mobility user experience
- Reducing costs
- Enterprise mobility roadmap *that you can participate in today*

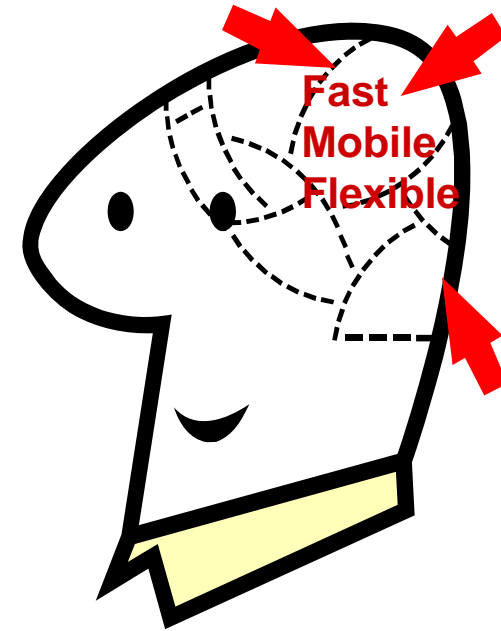
*Intelligent Communications is a Portfolio:*



# What Do Businesses Need?

## Accelerate the rate of doing business

- Customers demand immediate responses
- Employees must react and close business wherever they are
- Mobile communications must make intelligent user access not just possible but supportive



*How important is an enterprise mobility strategy to the success of your business? \**

63% critical

38% important

\* Avaya research (4/06)

## Creating Satisfying User Experiences



**Road Warrior**



**Teleworker**



**Busy Professional**

Consistent  
User  
Experience

Business  
Communications  
Applications

Unified  
Communication

Contact Center

Messaging

IP Telephony

Collaboration and  
Conferencing

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# Enterprise Mobility Challenge

*To transparently extend Business Communications Applications to mobile workers; securely, reliably, and with centralized intelligence and control*

## Productivity increase

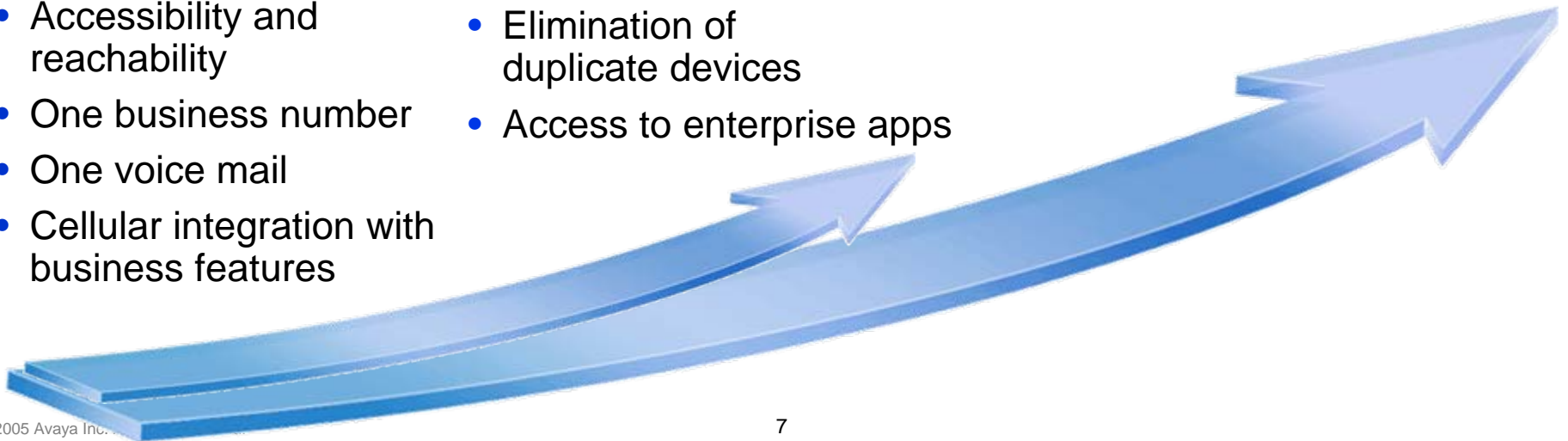
- Accessibility and reachability
- One business number
- One voice mail
- Cellular integration with business features

## Coverage & Cost Control

- Leverage enterprise IP network
- Elimination of duplicate devices
- Access to enterprise apps

## Business Process Integration

- Employees more efficient
- Processes more intelligent
- Customers more satisfied




## The Ideal: Focusing on Closing the Productivity Gap ...

- One business number, one integrated experience
- Intelligent access to the right communications
- Across many different devices and interfaces




## ...with a Solution that Makes Business Communications Truly Mobile


### Roaming



**Extension to Cellular**

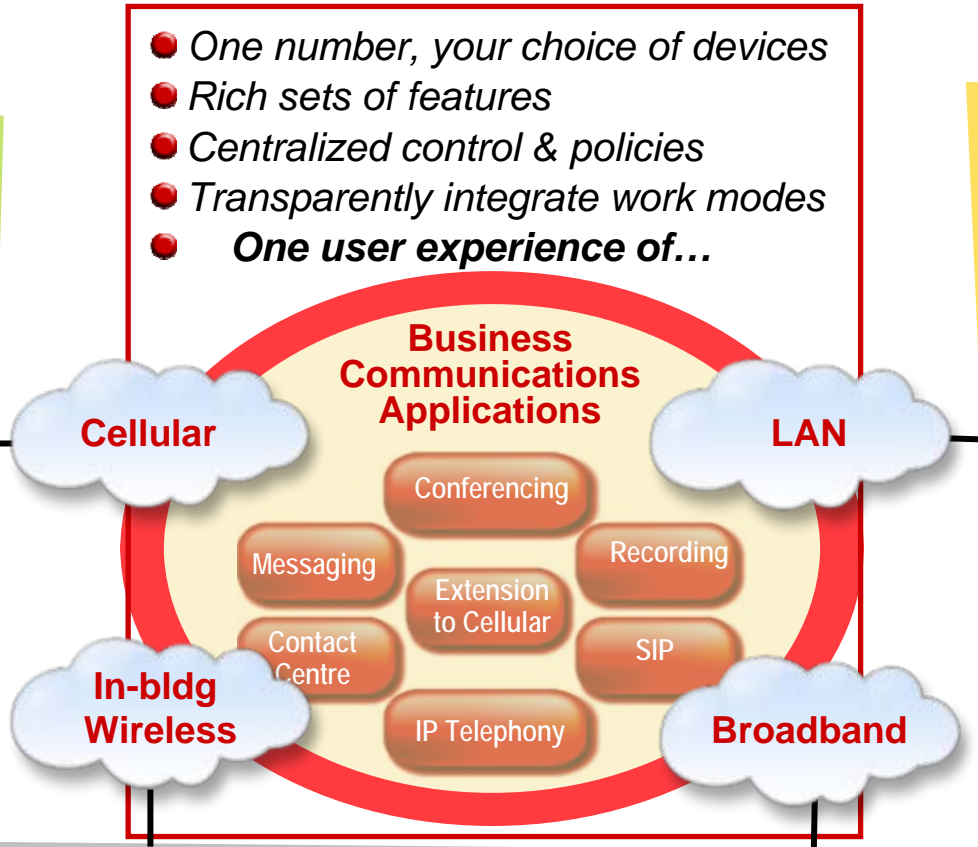


**Series 60/80 Mobile client**



**Speech Access**

- One number, your choice of devices
- Rich sets of features
- Centralized control & policies
- Transparently integrate work modes
- **One user experience of...**



### Deskbound



**Desk Phones**  
**Video**  
**Collaboration**




**IP Softphone**

### Nomadic



**WiFi, IP DECT phone**



**IP Softphone**



**WiFi devices**



**WiFi Cellular**

### Teleworking



**IP VPN phone**



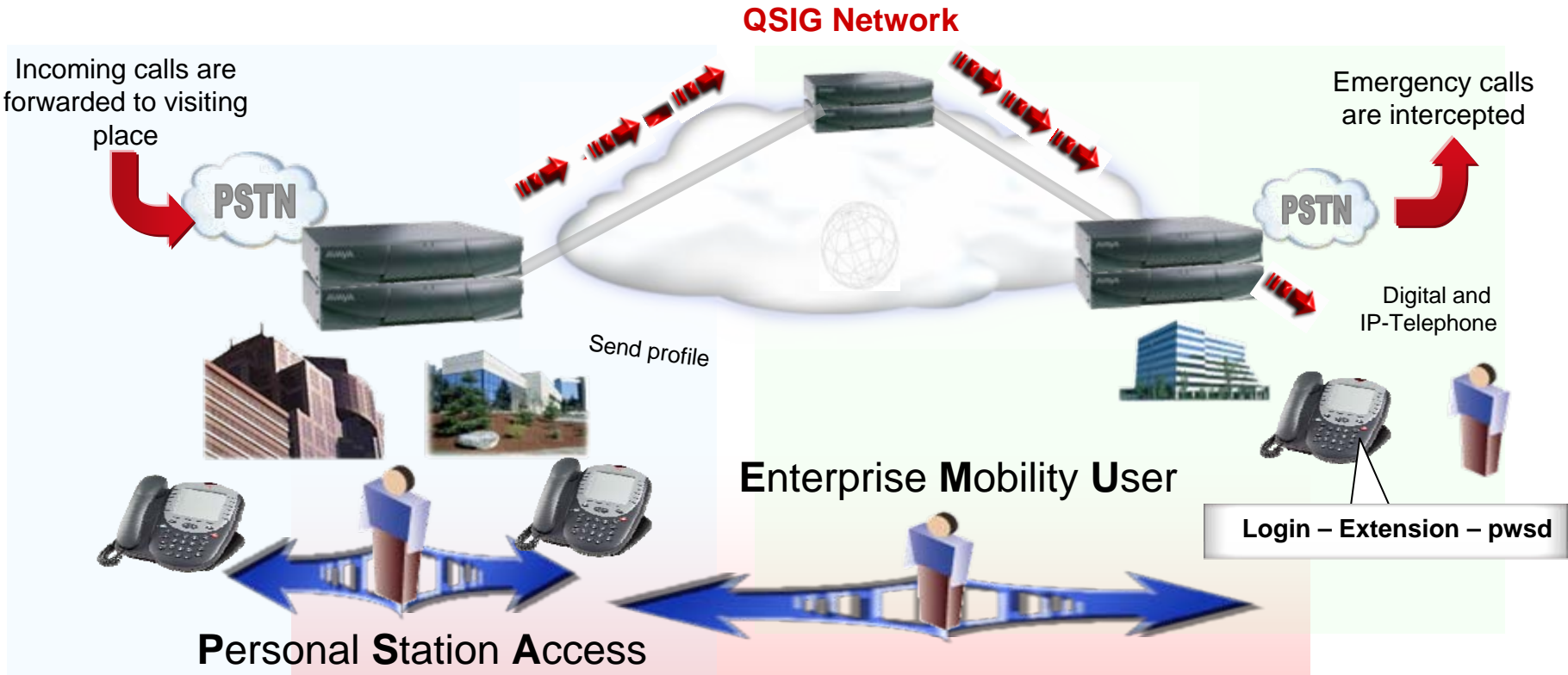
**IP Softphone**  
**IP Agent**





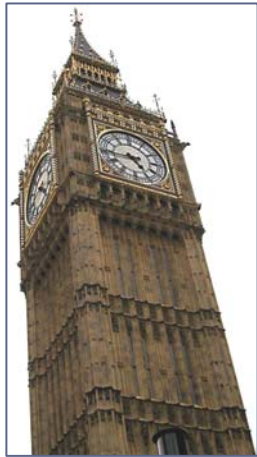
## Networked Communications and Applications Wherever the User Is

- **Extensions follow users around the network**
  - User's profile is loaded on visiting system and calls are intelligently routed
- **Hot-Desking – users get service anywhere in the network**



**Extend login/logout mobility across the enterprise**

## Reducing Costs by Leveraging Your IP Telephony Network



With mobile IP telephony, this high-cost international mobile call becomes...



...as economical as many local calls



PSTN



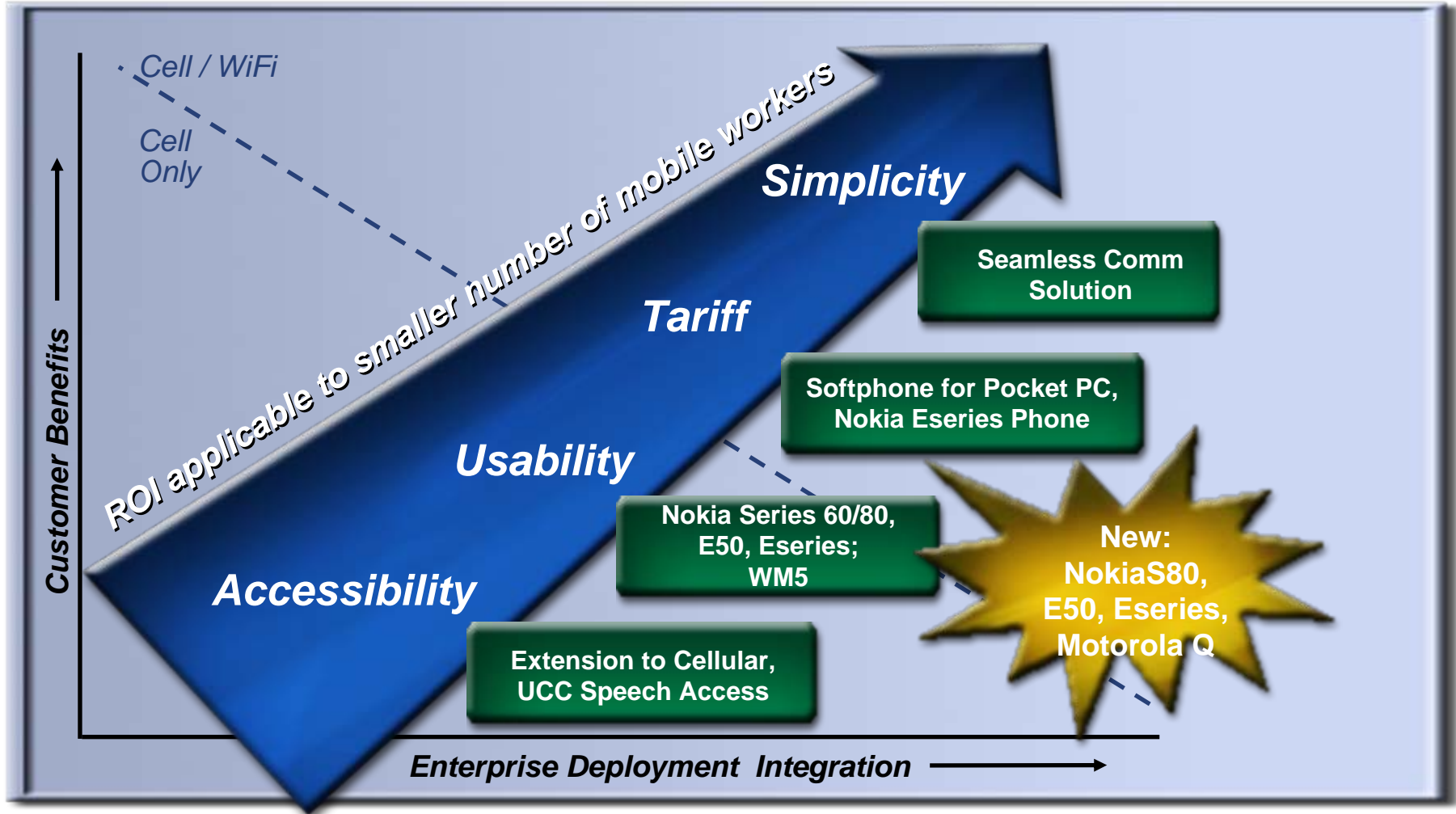
Conference Bridge

IP Call





## Different Solutions for Different Types of Mobile Workers



## VoWLAN Can Extend the Cost Savings of an IP Telephony Network

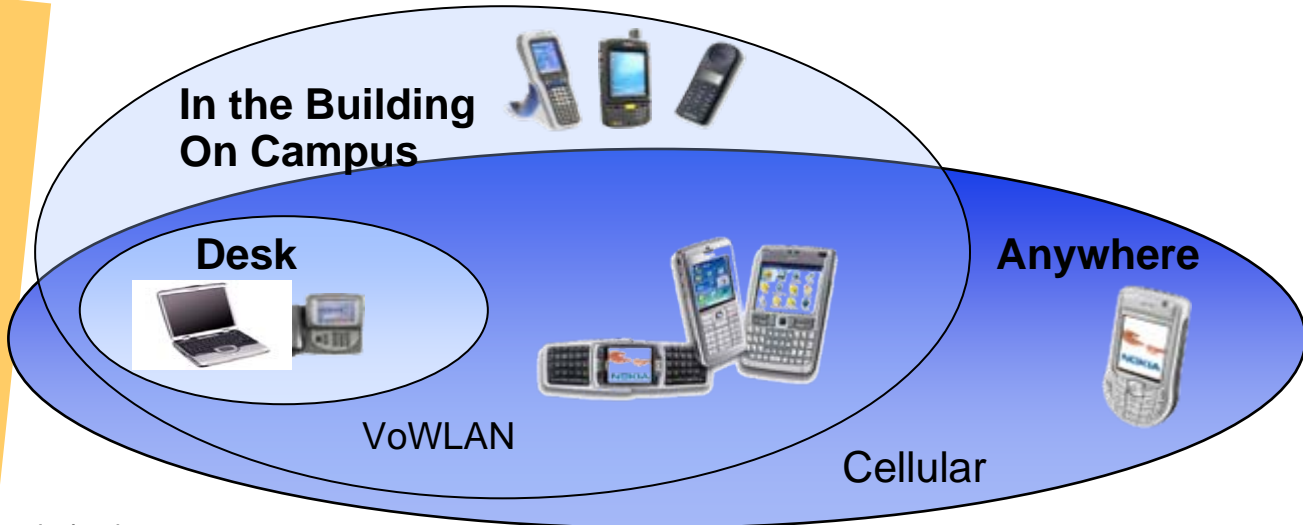


- 60% of mobile phones calls are made from inside a building
- VoWLAN improves in building coverage, can improve cost savings, and enables convergence of enterprise infrastructure
- Dual mode devices provide flexibility and promise cost savings, while enabling delivery of business apps information while on enterprise premise
- Single mode WiFi only devices are lower cost alternatives that can improve productivity in specific verticals (eg, retail, health care, hospitality)

78% Plan to implement VoWLAN in next 12-18 months

Major factors:

- Cost reduction 56%
- Converged infrastructure 22%
- Availability of handsets 22%



## Enterprise Mobile Communications

*Transparently Extended to Mobile Users, with Centralized Intelligence and Control*

- A holistic approach to mobility
- Based on commitment to enterprise communications and full-breadth Business Communications Applications
- Engaging broadly with world class partners
- Integrating mobile communications into business operations

