



Avaya Branch Solutions Backgrounder

Enterprise Branch Solutions Address Every Office Communications Need

Avaya Aura™ is a new approach to enterprise communications that radically simplifies complex multi-vendor, multi-modal, multi-location networks and creates a truly unified architecture for enterprise communications. Avaya Aura's new unified architecture centralizes the integration and management of multi-vendor PBXs and branch solutions across geographic barriers. Avaya Aura editions include Avaya Aura Standard and Enterprise Editions with Communication Manager Gateways and Avaya Aura Branch Edition with Communication Manager Branch.

Enterprises today face significant challenges to effectively manage multi-location businesses. Executives need to contain costs, show strong return on investment and increase employee productivity while delivering a consistent level of customer service across the branch network. Inefficient branch communications can be expensive and difficult to administer, manage and control and nearly impossible to quickly equip with new applications.

Avaya Branch Solutions support branches and stores with greater overall efficiency and effectiveness by providing access to critical enterprise voice communications and application integrations. Avaya Aura editions offer a range of branch solutions, enabling businesses to easily address every type of enterprise office need and integrate with the Avaya Aura core. With Avaya Branch Solutions, companies can support hundreds to thousands of stores with a familiar key system interface; use Session Initiation Protocol (SIP) phones with the full spectrum of unified communications (UC) applications in small, remote locations; operate large regional headquarters and call centers; and introduce high survivability to small-to-large branch locations.

Avaya Branch Solutions portfolio includes:

Communication Manager Gateways, including the G250, G350, G450, G430 and G700, make telephony applications an integral part of the data network infrastructure and distribute Communication Manager call-handling and more than 750 features across diversified, multi-protocol networks. Available with Avaya Aura Standard Edition and Avaya Aura Enterprise Edition.

Communication Manager with Survivable SIP Gateways are for small locations with two to 10 users. These gateways provide basic survivability in a low-cost option, delivering UC applications to thin small offices connected to the core through Communication Manager 5.0+, and SIP Enablement Services (SES). The solution consists of Avaya 9600-series SIP phones and SIP gateways from AudioCodes. It is also interoperable with Cisco ISR. Available with Avaya Aura Standard Edition and Avaya Aura Enterprise Edition.

Communication Manager Branch, formerly known as Distributed Office. Avaya Aura Branch Edition uses Communication Manager Branch to deliver rich communication, collaboration and mobility capabilities to branch offices. This centrally managed, SIP-based communications platform easily scales to meet the needs of large enterprises with thousands of customer-facing branch offices and retail stores. Communication Manager Branch is perfect for customers who need to deploy communications for stand-alone locations and plan to connect to headquarters or regional offices in the future. Communication Manager Branch is suitable for use in retail, banking, insurance, government branches, healthcare clinics, K-12 school districts and others. Available with Avaya Aura Branch Edition.

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