

Avaya Unified Communications Integration Roadmap

Introduction

Avaya has released the Unified Communications Integration Roadmap, as committed, within the first thirty days following the combination of Avaya and Nortel Enterprise Solutions into a single enterprise communications market leader. The roadmap shows how we are combining the considerable strengths and expertise of both companies to better serve our customers, while fully protecting existing customer investments. Our roadmap continues the strategy of both companies, for over a hundred years, of providing natural evolutionary paths through major technology transitions.

The communications industry is right now at another major point of inflection as the first generation of “IP-PBX” solutions gives way to a new disaggregated enterprise-wide real-time architecture built around open industry standards, including SIP, Presence, and Web Services, that delivers considerable cost savings, greater business agility, and more flexible ways to serve your own customers wherever they are. Avaya led with the introduction of Avaya Aura™ in 2009, designed to allow you, our customers, to maximize the value of your existing infrastructure, while “plugging” existing systems, both TDM and IP, into a common SIP-based foundation in order to gain extended value from multi-vendor connectivity and easy deployment of new centralized collaboration and customer service applications.

The roadmap expands the value of the Avaya Aura™ foundation by integrating over time leading Nortel Enterprise Solutions technology and expertise – such as the Agile Communication Environment, AS 5300 SIP

services, CS 1000 networking capabilities, and common management approaches. At the same time we continue to invest in releases for CS 1000, BCM for branches, CS 2100, AS 5300, Communication Manager, and Integral 55 that enable a smooth integration with Avaya Aura™ while providing many years of ongoing support for these investments. Going forward, the majority of new communications features and capabilities will come from the surrounding architecture and open application accessibility, into which existing systems will be connected to ensure a continuous stream of innovation and value for all customers.

The Unified Communications roadmap is available to our customers as follows:

- A comprehensive set of online video and audio presentations are available on-demand to take you through all aspects of our vision and roadmap. Please [register here](#) to access these.
- We invite you to learn more about Avaya Aura™ [on our web site](#) to understand how Avaya Aura™ is *complementary* to your existing systems and will incrementally add new value to these systems at the pace that makes sense for your business. The independent white paper *Accelerating Unified Communications with an Enterprise-Wide Architecture* at this site provides a useful perspective on current industry change and how to benefit.
- After reviewing the online material, please **engage with your Avaya Partner**, or with Avaya, for more detailed conversations regarding development of a customized roadmap detailing your specific situation. These teams can provide you with the right collateral, presentations and other materials. We know that our customers use many different products, typically

from multiple vendors, and there will be choices to make across our broad communications portfolio regarding the best incremental steps to take in order to bring new business value to your organization. Avaya partners, Avaya sales people and Avaya professional services have the expertise to help you.

Product and Solution Availability

All current Unified Communications products are available for sale today from Avaya and through our channel partners.

This is important – the roadmap announcement should not change current purchase and deployment decisions and customers can feel comfortable that they can continue to expand their current systems, while receiving value and support for many years. The roadmap creates further opportunities and future capabilities for all customers.

No current Unified Communications portfolio products will be end-of-sale in 2010 (except for old products where this has been previously indicated). The only current Nortel Enterprise Solutions product for which we recommend that customers consider a gradual transition for new features and scale is Nortel Multimedia Conferencing (NMC) because Meeting Exchange is a richer product and will be the go-forward investment area for conferencing. As discussed above, all core telephony systems have powerful stepping-stone evolutionary paths to integration into Avaya Aura™ while other messaging, collaboration, and UC client solutions have natural upgrade paths to future releases that combine capabilities (see online presentation). Please talk with your Avaya Partner, or Avaya regarding the NMC transition. Because NMC is still available for sale, customers can continue to expand and, knowing that the product is fully supported,

the transition will be at a pace that is comfortable for the customer.

Avaya's *standard support policies* provide for a total of six years of support, starting with manufacturers support and then adding optional extended support, following the end-of-sale of any product (understanding that no current UC product is being announced at this time to be end-of-sale). This means that any current purchase can expect support from Avaya through at least 2017 or further. Given the scale of the integration between Avaya and Nortel Enterprise Solutions we understand the need for full transparency on these lifecycle questions – so we are providing more detail than we believe typical for most vendors. We believe customers should be confident in our unique long history and experience of protecting customer investments through technology transitions.

Avaya Aura™	www.avaya.com/usa/product/avaya-aura
Communication Manager	www.avaya.com/usa/product/avaya-aura# Avaya Aura™ Communication Manager
Communication Server 1000	www.nortel.com/cs1000
Communication Server 2100	www.nortel.com/cs2100
Multimedia Communication Server 5100	www.nortel.com/mcs5100
Application Server 5300	www.nortel.com/as5300
Agile Communication Environment (ACE)	www.nortel.com/ace
Collaboration Solutions	www.avaya.com/usa/product/avaya-one-x-products www.avaya.com/usa/products/category--group-collaboration www.avaya.com/usa/product/video-communications
Data Networking	www.nortel.com/data

Product and Solution Information

The Avaya and Nortel Enterprise Solutions web sites will be integrated into a single Avaya web site in the months ahead. To ensure immediate continuity, all product and solution information remains available in its existing location and customers can continue to refer to materials previously received. The following table provides useful starting points into our web information:

Conclusion

The Avaya Unified Communications integration roadmap drives value for our customers and will:

Protect existing investments by providing upgrades to current software releases. This ensures long-term support and services, including well-established smooth upgrade paths for legacy systems such as DEFINITY, Meridian and SL100, in ways that retain much of their existing value while allowing an incremental transition from TDM to IP and SIP capabilities.

Extend investments by connecting existing systems, Avaya and Nortel Enterprise

Solutions as well as multi-vendor, into an Avaya Aura™ foundation through SIP, Presence and other standards to provide immediate cost savings and simplified operations. Beyond this, the common next-generation foundation allows centralized collaboration and customer service applications to be much more rapidly deployed to the right users and shared across multiple systems in many locations.

Grow into future value through new technologies and innovation driven by the combined and focused investment of the new Avaya, the global market leader in Unified Communications.

About Avaya

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information please visit www.avaya.com.



INTELLIGENT COMMUNICATIONS

© 2010 Avaya Inc. All Rights Reserved.

Avaya and the Avaya Logo are trademarks of Avaya Inc. and are registered in the United States and other countries. All trademarks identified by ®, TM or SM are registered marks, trademarks, and service marks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners. Avaya may also have trademark rights in other terms used herein. 01/10 • UC4436

avaya.com