Agile Communication Environment

About the Avaya Agile Communication Environment

Avaya Agile Communication Environment (ACE) is an open software platform for building multi-vendor Unified Communications (UC) and Communications Enabled Business Process (CEBP) applications. ACE provides both a developer-friendly tool kit for custom applications and a set of packaged applications that are easy to install and offer customers a hard dollar return on investment – often with an in-year payback. ACE offers integration into common business applications such as Microsoft® Outlook, Internet Explorer, IBM Lotus Notes, Sametime and Microsoft® Office Communications Server 2007.

ACE is targeted at the medium-to-large enterprise market with applications that deliver hard ROI savings across almost every vertical market.

ACE Value Proposition

ACE enables customers to improve business agility by removing delay from people-dependant business processes and by reducing the time associated with repetitive tasks. For example, typical workflows require review, validation and approval as they proceed and in many cases these steps are disjointed and introduce latency. ACE can communications-enable these processes in a way that drives out latency, resulting in reduced business costs and improved customer responsiveness.

Product Positioning

Avaya ACE and Avaya Aura™ are complementary solutions: ACE extends Avaya Aura™ into a rich multi-vendor applications services framework. It allows customers to quickly and easily communications enable their existing applications or to create new applications that leverage existing investments in applications and infrastructure. For example, ACE integrates and extends Avaya Contact Center providing a cost effective way to directly integrate customer contact into any business application or process. ACE also incorporates Avaya Application Enablement capabilities providing new APIs including support of sequenced and packaged applications.

A Services Oriented Architecture (SOA) Approach

ACE supports a Web Service approach in compliance with open Service Oriented Architecture (SOA) frameworks and development environments to facilitate the development of communications enabled applications. ACE works with multi-vendor network infrastructures (such as PBXs and video systems) through software adaptors that interface to and control these environments.

FACT SHEET

ACE Developer Toolkit

The ACE toolkit enables business application developers to invoke multi-vendor communication functions from their own business applications without having to deal with the complexities of the underlying network infrastructure. Developers no longer need an in-depth knowledge of communications protocols to add communications capabilities to their applications. Examples of these communications capabilities include:

- Audio/video call control

- Control of media services

- Call notification and presence.

ACE Package Applications

- **Unified Communications Desktop** integrates multi-vendor telephony and video systems with desktop applications. Companies at any stage of UC implementation can benefit from this application. As an entry-level solution, UC Desktop allows employees to use their desk phones to click to call names and telephone numbers contained within Microsoft® Office documents, Microsoft Outlook® or a Web browser with no UC desktop

client required. For companies at a more advanced stage of UC deployment, UC Desktop integrates existing multi-vendor telephony systems with Microsoft OCS 2007 and IBM Lotus Notes and Sametime.

- **Hot Desking** is a Web-based application that allows users to forward calls from their primary office number to any other device that is directly reachable via Direct Inward Dialing such as another office phone, home phone, mobile phone or even some hotel phones. The hot desk phone can be administered by any PC or mobile phone with a Web browser resulting in all incoming calls to the user's business phone number being automatically re-routed to the assigned hot desk phone.

- **Mobile Cost Optimizer** can reduce corporate mobile phone costs significantly by integrating smartphones such as BlackBerry® with a company's communications environment. The application routes smartphone-initiated calls via the enterprise network and converts mobile outbound calls into mobile inbound calls if the application calculates cost savings can be made. Additionally, the Mobile Hot Desking feature of Hot Desking enables users to

divert the inbound call to a Hot Desk phone, avoiding inbound mobile call charges. To aid rapid and easy adoption by users, the Mobile Cost Optimizer application is embedded within the native Smartphone menu.

Avaya ACE Leadership Team

- Tara Mahoney, General Manager Applications Enablement

- John Bednarek, Leader, ACE Alliances and Business Development

- Paul Relf, Leader, ACE Product Line Management

- Sajeel Hussain, Leader, ACE Product Marketing

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.

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