AT&T
Converged Networking Solution
Powered by Avaya

Two Leaders Empower Your Enterprise with IP Telephony

Making the transition to a converged voice and data network can deliver powerful productivity and cost saving benefits to your enterprise. To help you reap these benefits, two industry leaders, AT&T and Avaya, have joined forces to offer you a comprehensive IP telephony solution…AT&T IP Telephony and LAN Service. With IP Telephony and LAN Service, AT&T can help businesses design and implement a migration path from separate premises voice and data networks to a unified remotely managed platform and a gateway to future voice and data services.

The combined expertise of AT&T and Avaya offers you the benefit of a single point of contact for migrating to IP telephony technology and the required underlying robust LAN infrastructure. Leveraging AT&T’s global IP network and management expertise with Avaya’s IP Communications technology, AT&T and Avaya are delivering a complete managed solution from the WAN to the IP phone on the desktop. This solution will provide you with a comprehensive migration to IP telephony and the associated LAN and Wireless LAN infrastructure. You get the benefits of voice and data convergence while minimizing the risk associated with implementation and ongoing management of this new technology.

Overview – One Powerful IP Solution

The combined expertise of AT&T and Avaya

- Offers a broad range of leading IP telephony Solutions for small and large businesses
- Enables a phased migration to IP Telephony from separate voice and data networks with a powerful IP telephony platform
- Single point of contact for end-to-end IP telephony design, installation and performance
- Leverage combined competency of two leaders in IP telephony
- Moves, Adds and Changes performed quickly with minimal end-user intervention
The benefits of IP telephony include:

- **Competitive Stance**
  - Improve competitive stance by boosting network efficiency and reducing related equipment, facility and staffing expenses.

- **Seamless Integration**
  - Seamless integration to optimize your current infrastructure investment with flexibility for growth.

- **Forklift Upgrade Avoidance**
  - Avoid a forklift upgrade and reuse existing equipment and applications with open-standards based solutions and multi-vendor expertise when you upgrade your existing Avaya PBX.

- **High Availability**
  - High availability via proactive, around-the-clock, network monitoring and fault isolation/resolution.

- **Unmatched Performance**
  - Unmatched performance, reliability and quality.

- **Flexible Deployment**
  - Solutions that allow customers to decide when and where it makes sense to deploy IP telephony.

**The Avaya Communications Architecture**

Avaya IP Telephony Solutions provide customers a powerful way to capitalize on the benefits of IP telephony. Avaya offers a complete communications architecture that provides software, infrastructure and services to help enterprises stay nimble. The Avaya Communications Architecture enables enterprises to grow revenue and capture market share through software and applications focused on your business imperatives. Avaya IP Solutions allow you to decide when and where it makes sense for your enterprise to deploy IP telephony. You can IP-enable your existing traditional PBX Systems — leveraging your current investments — or migrate to a complete IP solution with the Avaya MultiVantage™ Communications Applications.

Avaya IP telephony applications allow enterprises to seamlessly connect branch offices, mobile workers and contact centers into a virtual enterprise to enable improved customer service and cost efficiency. Leveraging existing network assets, customers can flexibly add new components to reap the benefits of IP Telephony.

**Flexible Management Options**

To meet business needs AT&T IP Telephony LAN Service offers flexible management options that include planning, project management, installation and testing of network hardware, software and applications, as well as day-to-day operations.

Standard Management provides a low cost proactive monitoring service with automatic client notification of events. It includes the initial design, site installation, configuration and test/turn-up activities as well as on-going monitoring. Standard Management features 24x7x365 proactive monitoring.

Advanced Management combines the benefits of Standard Management with comprehensive, proactive fault management to resolve issues before they impact your business. From tracking of alarm conditions through notification to trouble ticket closure your IP telephony solution is constantly being cared for. Managing performance and utilization of network elements; the Move, Add and Change (MAC) activity; and inventory tracking are also elements of this option.

Premium Options include performance and capacity management to maximize the performance of your network. Security management helps prevent unauthorized access to your IP PBX. Business continuity and disaster recovery services protect your network from the unexpected.

IP Telephony and LAN Service is a natural extension to AT&T VoIP Network services. AT&T has the unique ability to deliver extensive LAN, Wireless LAN, IP Telephony and VoIP services, providing end-to-end management of your voice and data network right to the telephone on the desktop.
Reliable Performance

AT&T guarantees performance with Service Levels that set standards for critical components including:

• Time to notify
• Time to restore
• Service availability of the managed elements
• On-time performance of MACDs

Pricing Elements

• One-time project charge for implementation activities, such as site survey(s), design, procurement, provisioning, installation, test/turn-up and cut-over to lifecycle management
• Monthly maintenance price and monthly per-phone, per-LAN chassis or per-wireless access point for recurring management
• Recurring hardware and software maintenance charges billed monthly

Professional Network Integration Expertise

AT&T can also assist with the architectural planning, design and optimization of your network for optimal performance.

Assessment: network assessment can help ensure a successful integration with minimal risks

Design: creation of a blue print to successfully deploy a new network or modify the current network

Optimization: functional status review of the existing network to provide a plan to optimize performance through problem resolution and network fine-tuning

Features

• End-to-end support for IP telephony infrastructure including management of the IP PBX servers and gateways with leading edge AT&T iGEMS platform
• End-to-end support for the Wireless LAN access points and access point connection to the wired LAN/WAN
• Provisioning and deployment
• Pro-active monitoring and management
• Operations and life cycle support
• Reporting on SL performance, system performance and capacity
• Optional project based professional services

Security Features

Our objectives:

• Preserve the availability and integrity of your service
• Preserve the confidentiality of your communications
• Prevent fraudulent use and theft of your VoIP service

These are accomplished through:

• Security in the design of your IP Telephony and LAN network
• Security in how we manage it
• Security of Avaya’s MultiVantage Communications Applications
• Optional AT&T Security Services

To see how AT&T and Avaya can support your IP telephony needs, contact your AT&T Representative or your Avaya Account Team. Or visit us at www.att.com/business or www.avaya.com/learnmore/ip.