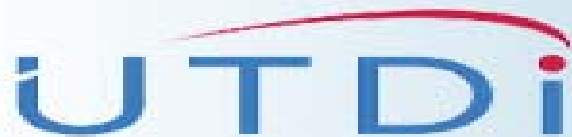


AVAYA

INTELLIGENT COMMUNICATIONS

Healthcare – Large S. Florida Hospice

Jeff Potter – IT Consultant

The logo for UTDi features the letters 'UTDi' in a blue, sans-serif font. A red, curved line arches over the letters, starting above the 'U' and ending above the 'i'.

UTDi

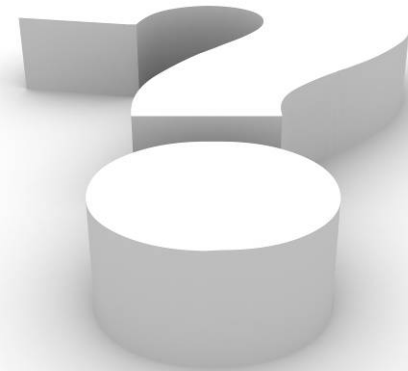
The logo for PAETEC consists of a blue icon of three slanted parallel lines to the left of the word 'PAETEC' in a white, sans-serif font.

PAETEC

personalizing business communications

Business Objectives

- ▶ Reduce Network Costs
- ▶ Reduce Risk of Equipment Failure
- ▶ Improve Communication Between Remote Offices
- ▶ Improve Productivity of Field Staff
- ▶ Future Growth – Investment Protection

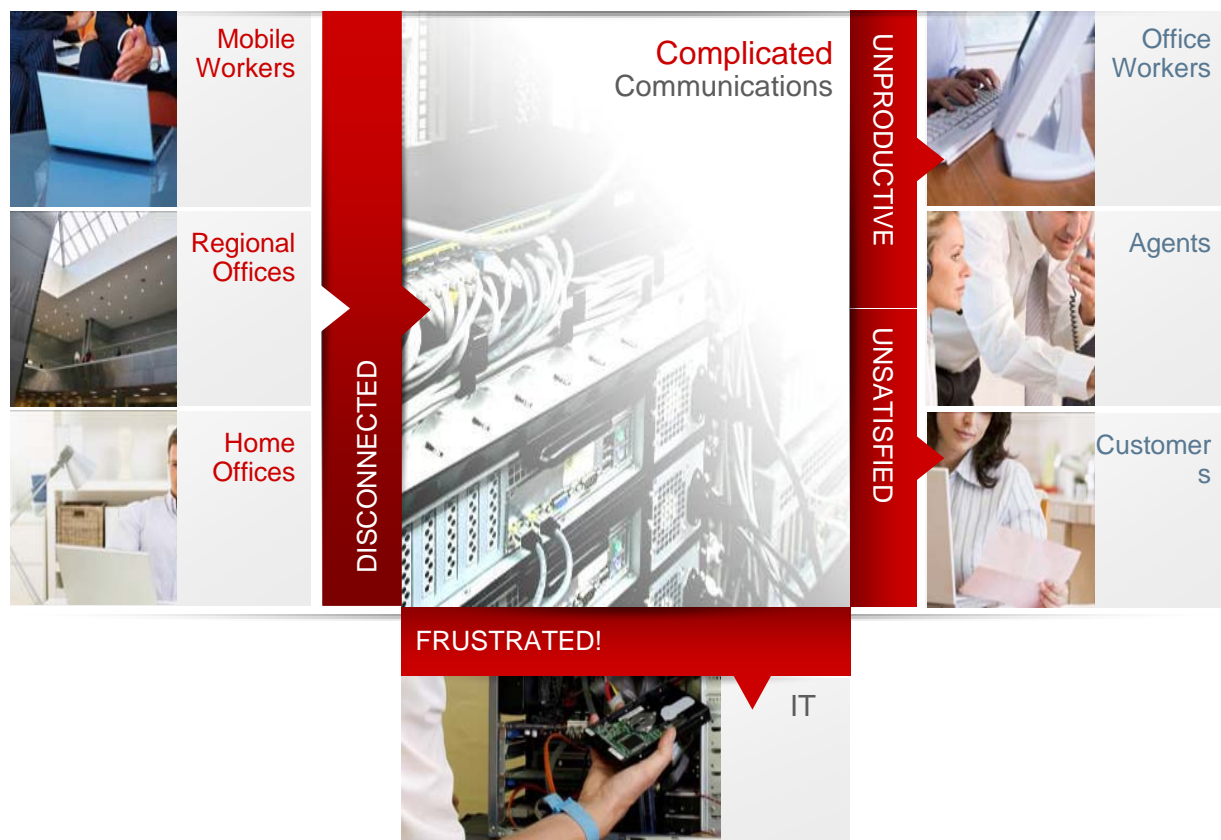


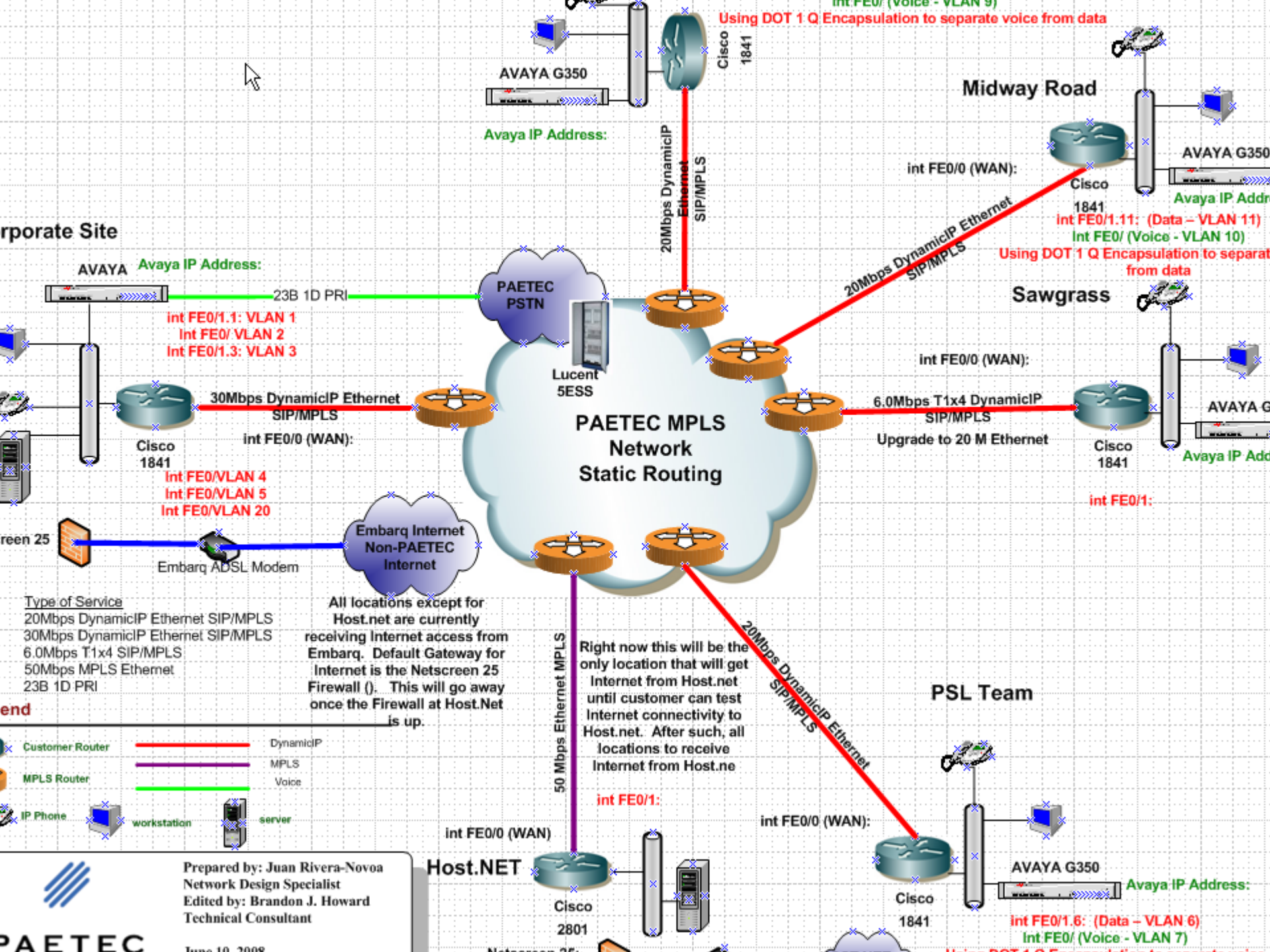
Business Problem

It is too complicated for midsized enterprises to benefit from the latest communication innovations

Reason to Change

- ▶ Separate Network for Voice & Data
- ▶ Communication System with limited scale (user accounts)
- ▶ Limited Mobility Features
- ▶ Management of Multiple End User Hardware
- ▶ Insufficient Messaging System





Cost Summary Totals for Hospice

Monthly Totals for RBOC	\$25,255.50
Monthly Totals for PAETEC	\$22,605.91
Monthly Savings	\$2649.59
Annual Savings	\$31,795.08
Term Savings	\$158,975.40
% of Savings	10%

PAETEC Equipment For Services

PAETEC Equipment For Services program is a profit sharing mechanism that provides our customers with a unique method of acquiring equipment with minimal or no capital outlay while recognizing a reduction in current network cost which creates unparalleled value and convenience.



Let Your Dial Tone...
Buy Your Telephone

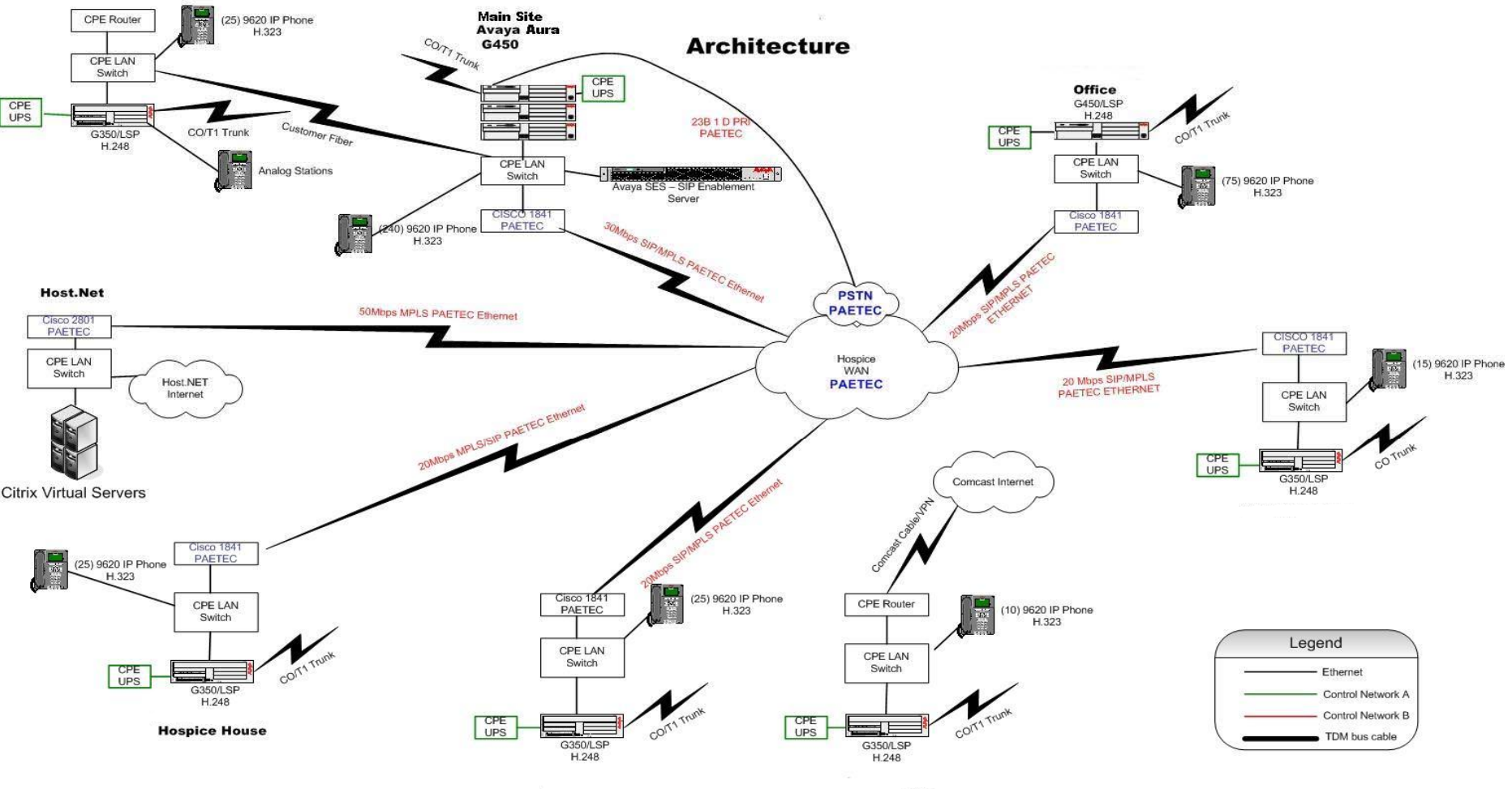
PAETEC

AVAYA
Silver BUSINESS PARTNER

Avaya Aura™ Solution



Architecture



Avaya Aura™ Benefits

- ▶ One System to Manage
- ▶ Remote Site Survivability
- ▶ Growth – with SIP
- ▶ Avaya One-X Applications
- ▶ Centralized Modular Messaging for Exchange for Mobility
- ▶ Expert Systems - Proactive Remote Monitoring and Trouble Resolution

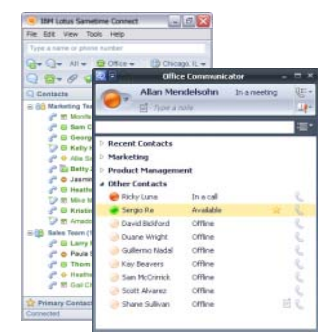


**Avaya one-X®
Mobile 5.2**

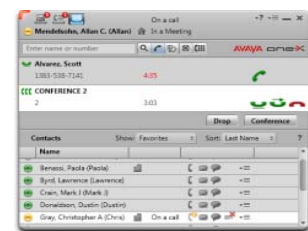
Mobile Client



**Extension
to Cellular 8.0**



**AES 5.2 Microsoft
OCS & Lotus
Sametime**



**Avaya one-X®
Communicator 5.2**



**Avaya one-X®
Portal 5.2**
*W/Intelligent Presence
Server*

Best Practices

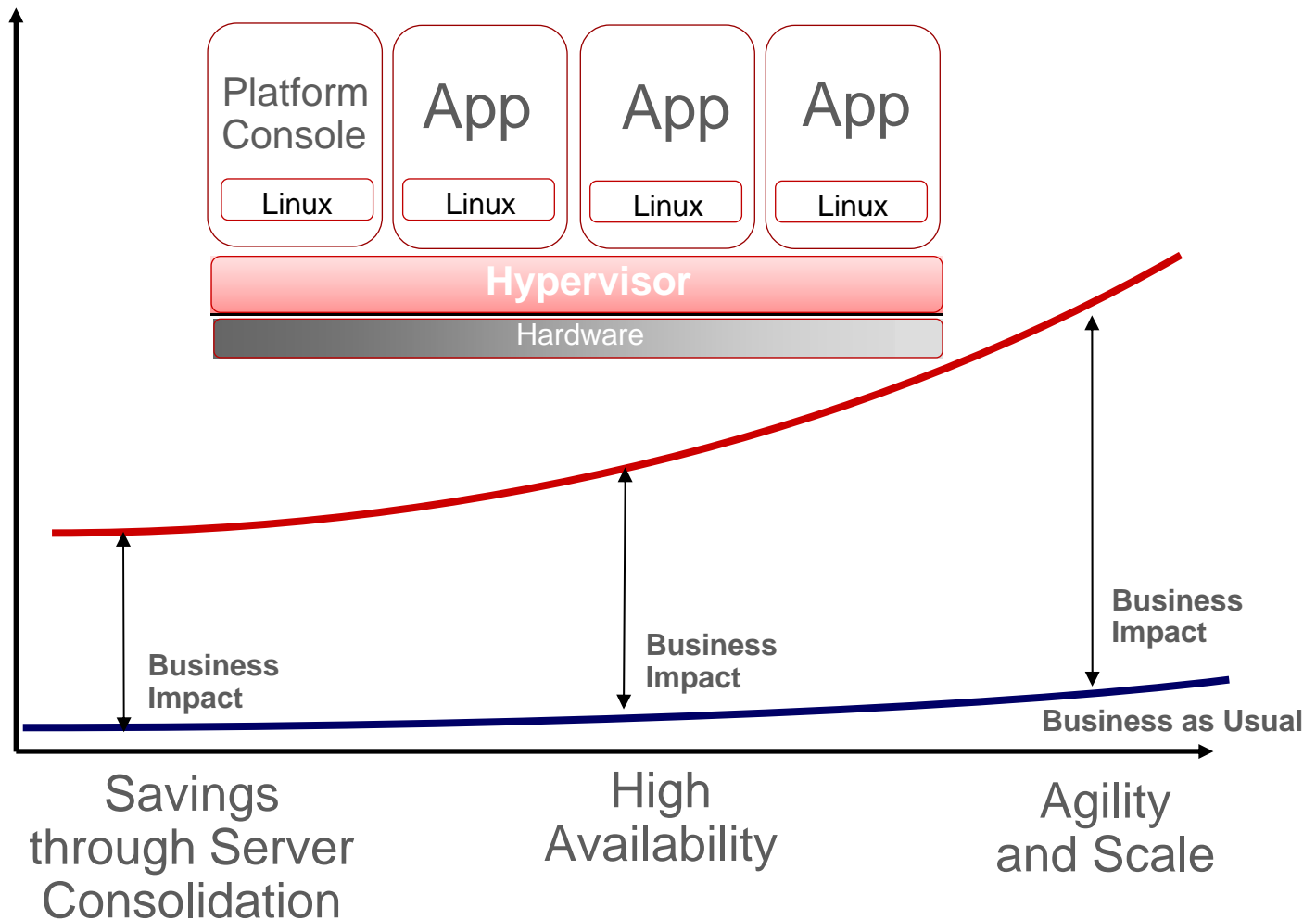
- ▶ In-depth Discovery
- ▶ Baseline Current Bandwidth
- ▶ System failover for main site and all remote locations
- ▶ Integration of Microsoft AD for VM
- ▶ Network Monitoring Software
- ▶ Ongoing Training of Dedicated FTE on IT staff





Virtualized Real-time Communications Avaya Aura™ System Platform

- ▶ **Open standards based Open Virtualized Format (OVF)**
- ▶ **Tested, engineered application integration on certified servers**
- ▶ **Major enhancements to installation, serviceability manageability**



Avaya Aura™ Midsize Solution just made communications simpler (announced Oct 2009)



Powerful Applications...

Avaya Aura™ System Platform virtualizes real-time core communications on a single server

Communication Manager/CM Messaging



SIP Enablement Services



App. Enablement Svcs.



Utilities Server (DHCP, HTTPS, monitoring, management)



Media Gateways



+ Survivable Servers (for each app)



+ Embedded Survivable Servers



AVAYA
aura

Midsize Solution



S8800 or S8510

System Platform virtualizes real-time core communications on a single server

Up to 2400 users, 1000 agents, 250 locations

Integrated install, backup, upgrades

Secure remote monitoring (SAL)

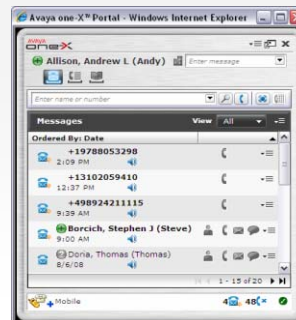
High Availability backup server option

Productivity Enhancing Unified Communications Easy to Purchase



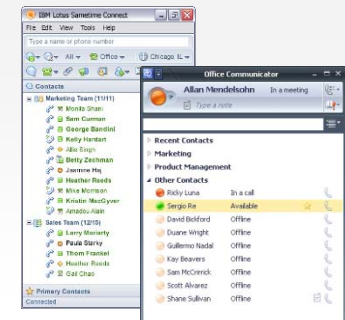
Avaya one-X[®]
Communicator 5.2

Available Optional Video



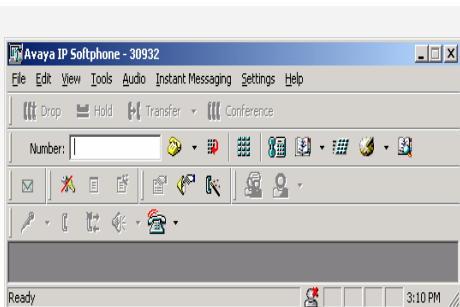
Avaya one-X[®]
Communicator 5.2

W/Intelligent Presence Server



AES 5.2 Microsoft OCS
& Lotus Sametime

Mobile Client



Avaya IP Softphone 6

Provides IM capability

Avaya Aura 5.2

Standard or Enterprise Edition



Extension
to Cellular 8.0



Avaya one-X[®]
Mobile 5.2