

## Avaya Modular Messaging Solution

Like most enterprises today, yours is constantly searching for ways to improve business by enabling employees to work faster and make better decisions while lowering acquisition and operating costs.



Avaya Modular Messaging delivers major advancements to help meet those goals, with unique and powerful unified messaging capabilities that deliver tangible benefits:

- Allowing important calls to get to the right person, at the right time
- Alerting employees to critical new messages or appointments
- Providing fast and easy access to all messages and other communications tools
- Lowering the cost of acquisition, implementation, and ownership of your messaging systems through standards-based interfaces that allow easy integration with your networks, administrative systems, and security processes
- Providing multiple configuration choices for scalability to enable system consolidation — significantly lowering total cost of ownership (TCO) while offering new business continuity options

## With Avaya Modular Messaging, the future of IP messaging is here today!

### Productivity Enhancements

Avaya Modular Messaging enables quick and effective communication and collaboration across your enterprise, to enhance employee productivity. Using a variety of features and capabilities that the solution offers, your employees can receive and respond to calls and contacts from customers, partners, and coworkers faster and more efficiently than ever before. Avaya Modular Messaging now includes Avaya one-X® Speech<sup>1</sup> as a standard functionality which increases the value of your Modular Messaging investment. This helps your enterprise improve responsiveness and take full advantage of revenue generation opportunities.

- **Find Me and Notify Me:** Callers can choose to “find” you, and Modular Messaging will attempt to contact you at one or more designated phone numbers according to your preferred time of day and day of week. Modular Messaging can also alert you to the arrival of new voice mail messages, faxes, and e-mails, based on message priority, sender, or other criteria that you choose. Your message notifications can be in the form of a phone call, e-mail, or text message, and contain information that you specify, such as the caller’s name and number, message priority, time, date, and length of the message.

- **Familiar Telephone User Interfaces:** Choosing from among the Avaya Modular Messaging AUDIX®, Aria®, and Serenade®-like telephone user interfaces (TUIs) enables your employees to immediately begin to use Modular Messaging without expensive and time-consuming training. Your administrators have the flexibility to assign a specific TUI to each individual mailbox, or a single TUI across an entire system. Modular Messaging also includes a Common Caller Interface that enables callers to easily skip greetings, end message recordings, and exit the system regardless of their familiarity with Avaya messaging systems.
- **Advanced Desktop Productivity:** Avaya Modular Messaging delivers messages through access devices already in use in your enterprise. So in addition to accessing messages from any phone, your employees can easily get their voice and fax messages on the same PC interface that they use for e-mail, calendars, and task lists. Modular Messaging includes a Web Client for browser-based access to messages from any Web-enabled PC, and “add-ins” for access via Microsoft Outlook and IBM Lotus Notes. This allows your employees to fully manage their messages by using a single familiar interface. In fact, virtually any e-mail interface compatible with the IMAP4 and SMTP standards can be used to access voice and fax messages with Modular Messaging.

For users who prefer a Web interface, Web Subscriber Options allow them to access and manage their mailbox settings from any PC with Web access. Avaya Modular

Messaging offers Restricted Web Client, Restricted Outlook Client, and Restricted Web Subscriber Options that “restrict” functionality with the goal of maintaining separation of voice and e-mail messages. The goal is to improve compliance with regulatory requirements that are challenging enterprise businesses today.

- **Speech to Text:** Avaya Speech to Text is an optional feature that converts Modular Messaging voicemail messages to text and delivers them to your inbox or PDA. This increases personal productivity by converting downtime associated with voicemail retrieval, playback and note taking into productive time. Simply read voicemails as emails, wherever you are, and at a glance see who called, when they called, and what they said. Speech to Text also increases workgroup collaboration and personal effectiveness by enabling information workers to remain fully functional members of their teams while they are in meetings or out of the office.
- **Best-In-Class Mobility and Remote Access Features:** The ability for employees to work as productively on the road as they do in the office is increasingly important for enterprises, especially for those in sales, services, consulting, and management. Modular Messaging with Avaya one-X Speech<sup>2</sup> provides a wealth of features which gives your mobile employees access to desktop tools in Outlook or Notes through simple and intuitive speech commands. Through hands-free speech commands, your employees can:
  - Access and manage their messages (including having e-mails read to them via text-to-speech)

<sup>1</sup>Separate server required

<sup>2</sup>Formerly known as UCC Speech Access

- Make calls and conference calls by simply speaking the names of the people they want to call
- Create appointments and manage tasks by using their desktop calendars
- Allow callers to leave a message or opt to “find” the person they are calling
- Have complete control over messaging capabilities, to effectively manage their time and priorities

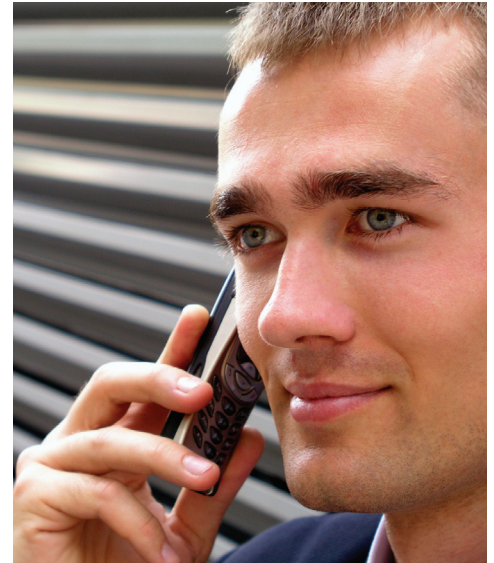
- **Self-Service and Caller Applications:** The Modular Messaging Caller Applications feature is a flexible, easy-to-use PC-based graphical toolkit that allows you to provide traditional auto-attendant capabilities to help lower costs and improve customer satisfaction. It also enables you to give callers easy access to information retrieval, call routing to appropriate departments, and other services. The Caller Applications provide functions similar to the mailbox types available on Octel® 250/350 messaging systems, including Personal Mailboxes, Call Answer Mailboxes, Bulletin Boards, and more. The applications can also route calls according to time of day, day of week, and system-defined holidays.
- **Support for More Users and Callers:** Modular Messaging fully complies with Section 508 and Section 255 US federal requirements for usability by people with motor skill or hearing impairments. This industry-leading solution provides TTY/TDD support for hearing-impaired employees and callers, with multilingual call answering with as many as three languages (including TTY) in a single mailbox.

## Modular Messaging and Your Network

Avaya Modular Messaging is suitable for either traditional telecommunications or IP environments, combining world-class messaging technology with industry standards. Integration with Avaya Aura™ architecture enables Modular Messaging to be deployed centrally in a customer’s data center so that a single Modular Messaging application can support mailboxes for users from multiple switches. The result is a cost effective and flexible approach to maximizing your current and future messaging system investments, while bringing new application value and functionality to your organization.

Modular Messaging is also available in a single server configuration providing the ability to deploy Modular Messaging on a single physical server. Now enterprises have a choice of the multi server or single server configuration dependent on their specific requirements.

For those who may not be prepared to migrate or update your switching infrastructure but have multiple switch types and protocols across your enterprise, Multi-Site Support will provide TCO (Total Cost of Ownership) value from consolidation. With MultiSite, Message Application Servers (MASs) in a single Voice Mail Domain (VMD), you are able to communicate with multiple switches with different dial plans, in different locations. This enables you to centralize all of your messaging into a single data center with the switch residing in a different physical location. Multi-Site Support also supports differing dial plans so that subscribers now can match their extension numbers with their mailbox IDs.



Modular Messaging provides the configuration flexibility and capacity to meet your needs. Capacities range from four to 288 ports, one to 40,000 mailboxes, and up to 27,000 hours of message storage, depending on your configuration. This global solution also supports international operations with multiple languages (up to 16 plus TTY) per system. Subscribers can select up to three of the supported languages to answer calls.

Modular Messaging is linked to your communications server, your PBX, or the public network via the Avaya Messaging Application Server (MAS). Up to five MASs can be linked to each message storage server. For reliability, an “N+1” configuration can be implemented that allows one or more MASs to be off-line for maintenance or service while others continue to service callers and subscribers. The MAS is also where Web Subscriber Options reside — making management and configuration of mailbox options accessible to the end user via a Web browser.

Modular Messaging gives you the choice of storing messages in the Avaya Message Storage Server (MSS) or in a Microsoft Exchange or IBM Lotus Domino server dependent on the configuration. Regardless of your storage choice, the solution enables unified access to voice, fax, and e-mail messages to improve productivity and time management.

With Modular Messaging, you can use a location on your Local Area Network (LAN) for complete backup and restoration of

system data and messages, including greetings and recorded names. For added reliability and business continuity in the event of an outage, you can also store messages off-line and provide a common TUI that offers message access to all users.

For customers who are planning for the worst, Survivable Modular Messaging configures a warm standby system, ready to take calls in a matter of minutes, in the event of a complete switch or location outage.

Using Avaya Message Networking, Modular Messaging can communicate with the other Avaya messaging systems in your network. And with its ability to network from 2 to 500 locations (per server) and up to 500,000 individual subscribers per network (250,000 for Modular Messaging with Message Storage Server), you can use Avaya Message Networking to expand your network to meet your changing needs. It also enables you to link with most voice messaging system brands via industry-standard protocols such as AMIS-analog and VPIM-digital. Modular Messaging itself uses the industry-standard SMTP-MIME protocol to communicate with Message Networking and other standards-based voice, fax, and e-mail messaging systems.

In addition, for enterprises with messaging servers in different locations, Modular Messaging supports multiple time zones — adjusting message time stamps based on default settings or user-specified needs.

## Efficient Administration and Migration Capabilities

Web Subscriber Options centrally deployed on one of your Message Application Servers helps to

streamline IT deployment and reduce costs. The application provides subscribers with access to their own mailbox settings from a Web browser without the time and cost of installing a separate desktop application on every users' PC. Modular Messaging also supports Avaya Directory Enabled Management (DEM). This API enables you to design an interface for centrally managing subscriber changes to both Avaya Communication Manager and Modular Messaging via LDAP integration with your central directory server (e.g. Microsoft Active Directory).

In addition, advanced migration, reporting, and monitoring tools — provided with each Modular Messaging system — help you migrate from existing Avaya messaging platforms, perform system management functions, and check the performance of your Modular Messaging system on an ongoing basis.

## A Seamless Evolutionary Path

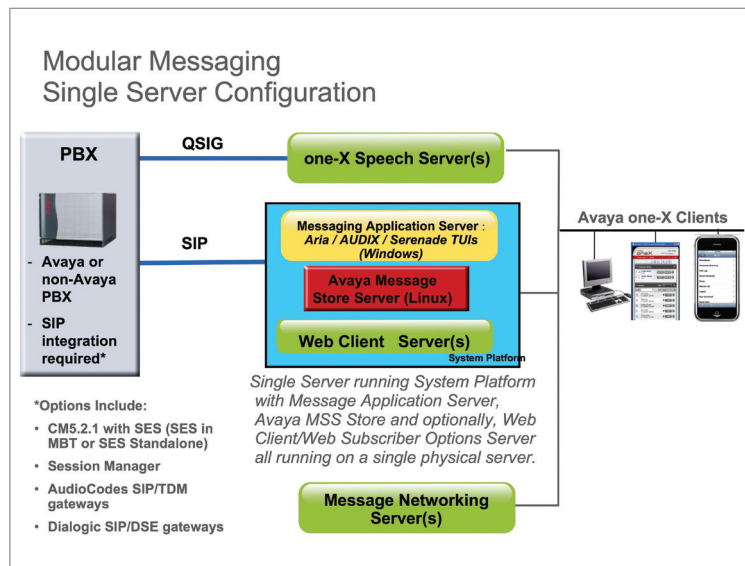
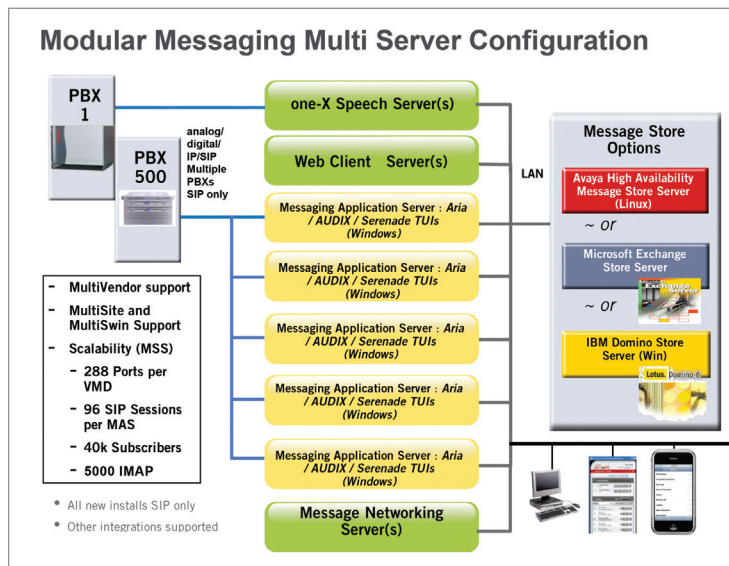
As voice and data networks continue to converge, standards-based IP messaging — the kind of solution you can get with Modular Messaging — will enable you to:

- Further leverage converged network components
- Drive down TCO
- Take advantage of new IP-based, enterprise-wide distributed messaging architectures
- Lower operating costs and increase system availability

With Modular Messaging, you can start with a traditional voice messaging package, then add multimedia and e-mail access capabilities when you're ready for a unified messaging

## FEWER SYSTEMS MEANS LOWER COSTS

System consolidation is a major cost-reduction initiative in most enterprises today. Reprovisioning multiple individual systems into a single system at a central site can translate into lower capital expenses and lower administration and management costs, while increasing system reliability and service levels with business continuity. Modular Messaging can provide your enterprise with system consolidation benefits through features such as multiple time zone support, simultaneous IMAP connections, and message storage flexibility in a networked switching infrastructure. Ask your Avaya Client Executive or Authorized Avaya BusinessPartner about the comprehensive ROI tool for assessing the savings your enterprise can realize through system consolidation.



solution. Ultimately, you can integrate a comprehensive unified communication solution including speech access to voice messages, e-mail, calling and conferencing, calendars, task lists, and more. With the Avaya approach to adding features, capacities, and applications, you can advance your system:

- With minimal user retraining
- Without having to change-out your existing infrastructure or “forklift” to new network elements
- One step at a time, as your business needs change or as important new technologies and capabilities become available

In addition, the Messaging Migration Incentive Program (MMIP) enables you to gain value from your existing messaging investment by providing trade-in credits on traditional Avaya messaging platforms. The credits are applied toward the purchase of new Modular Messaging systems, at a value of 50% off the standard seat price for new Modular Messaging licenses. Contact your Avaya Client Executive or Authorized Avaya BusinessPartner for more details about the program.

## Adhering to Your Security Best Practices

Modular Messaging can be integrated with your enterprise security practices. Its open,

industry-standard architecture makes it one of the most adaptable and secure systems available today, with the latest enhancements including support for Secure Access Link, LDAP encryption, AAA Support for external authentication via RADIUS or LDAP for administrators, and Role-Based Access Controls that define administrative roles and privileges.

Avaya Global Services or your Authorized Avaya BusinessPartner can provide a variety of security assessment, planning, and implementation services to meet the needs of your enterprise and your toughest security requirements.

## One Innovative Architecture Supports Multiple Platforms

Avaya Modular Messaging combines Avaya tried and true messaging capabilities within a single, next-generation layered architecture. Modular Messaging enables your core messaging and application layers to leverage your current infrastructure, so you can:

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| 1 | Use industry-standard hardware, software, and protocols to help lower costs, improve feature availability, and increase compatibility between different applications.  |
| 2 | Save valuable investment dollars by separating the costs for application software, core messaging software, and hardware elements. Using industry-standard elements at industry prices can result in cost reductions and a lower cost of ownership.  |
| 3 | Uncouple system elements to enable expansion into "protocol-agnostic" networking, unified messaging, and unified communication solutions where all elements are layered as needed to create a total solution while preserving your existing capital investments.                                     |
| 4 | Have Modular Messaging ride on top of your current (and future) multivendor infrastructure as well as industry-standard platforms and Internet protocols.  |
| 5 | Enhance reliability/availability by targeting messaging elements for specific protection through redundancy, disk mirroring, RAID Level 5, hot-swappable components, N+1, off-line storage and access, Survivable Modular Messaging or other techniques appropriate for the element's function/task. |

## Modular Messaging solutions can include any or all of the following software packages:

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| 1 | Modular Messaging Message Application: Connects to the voice/fax communication network for call answer, message access, "find me," notification, and message waiting services. Operates on an Avaya S8800 server or self provided Microsoft Windows server.                                 |
| 2 | Modular Messaging Web Client Software: Provides two Web server client options running on a Microsoft Windows server: (1) subscriber access to voice messages on the Avaya MSS, or (2) subscriber Web access for managing mailbox settings (e.g. greetings, call handling) on the Avaya MSS. |
| 3 | Desktop Client Software: Offers desktop unified messaging available through software add-ins for either Microsoft Outlook or Lotus Notes when using a MSS store.  |
| 4 | Avaya Speech to Text <sup>4</sup> . Increase your personal productivity by converting Modular Messaging voicemail messages to text and delivering them to an inbox or PDA allowing you the ability to process your voicemail messages in a fraction of the time.                            |
| 5 | MultiSite Support. Enables enterprise customers the ability to centralize all of their messaging into a single data center with the switch residing in a different physical location and also supports differing dial plans.  |
| 6 | Avaya Message Networking: Provides either a mid-capacity protocol bridging system or a high-capacity message routing hub and enterprise list management system to work with existing voice messaging infrastructure.  |

<sup>4</sup>This is an optional service offering.

## To Learn More

Let Avaya help to take care of your messaging needs so you can take care of your business. For more information about Modular Messaging, please contact your Avaya Client Executive or Authorized Avaya BusinessPartner, or visit [avaya.com/messaging](http://avaya.com/messaging).

For more about Avaya and other award-winning solutions, visit [avaya.com](http://avaya.com).

### Technical Specs for Modular Messaging

<b>Avaya S8800 Message Server</b>	From one to five S8800 Messaging Application Servers for the application software (when using the Avaya Message Storage Server). As your port requirements increase, simply add S8800 Message Application Servers to accommodate the expansion. The Message Application Server can be deployed in an N+1 configuration for greater call answering reliability in a multi server configuration.	
<b>Common S8800 Message Server Specifications</b>	<ul style="list-style-type: none"> <li>• 1 Intel E5520 Quad-core 2.26 Ghz processor</li> <li>• 4 GB system memory</li> </ul>	<ul style="list-style-type: none"> <li>• Industrial 1 U Rack Mount Chassis</li> <li>• N+1 Redundant Fans</li> </ul>
<b>S8800 Message Application Server Specifications</b>	<ul style="list-style-type: none"> <li>• 2 146 GB SAS 2.5" 10K drives</li> <li>• 675 Watt Power Supply</li> </ul>	<ul style="list-style-type: none"> <li>• RAID 1</li> <li>• Microsoft Windows Server 2003 R2</li> </ul>
<b>S8800 Message Store Server Specifications</b>	<ul style="list-style-type: none"> <li>• 3 or 4 146 GB SAS 2.5" 15K drives</li> <li>• Dual 675 Watt Power Supply</li> </ul>	<ul style="list-style-type: none"> <li>• RAID 5</li> <li>• Red Hat Enterprise Linux V4</li> </ul>
<b>S8800 Single Server Specifications</b>	<ul style="list-style-type: none"> <li>• Second Intel E5520 Quad-core 2.26 Ghz processor</li> <li>• Additional 8 GB system memory</li> <li>• 5 146 GB SAS 2.5" 15K drives</li> <li>• Dual 675 Watt Power Supply</li> </ul>	<ul style="list-style-type: none"> <li>• RAID 5</li> <li>• Avaya Aura™ System Platform software</li> </ul>
<b>Avaya one-X Speech Server Specifications</b>	<ul style="list-style-type: none"> <li>• 2 146 GB SAS 2.5" 10K drives</li> <li>• Dual 675 Watt Power Supply</li> </ul>	<ul style="list-style-type: none"> <li>• RAID 1</li> <li>• Microsoft Windows Server 2003 R2</li> </ul>
<b>Ports/IP Channels</b>	Multi Server configuration <ul style="list-style-type: none"> <li>• 4 to 288 with Avaya Message Storage Server; 4 to 240 with Microsoft Exchange or IBM Lotus Domino in multi server configuration</li> <li>• SIP only for new installations</li> </ul> Single Server Configuration <ul style="list-style-type: none"> <li>• 4 to 48 ports SIP and S8800 Common Server configuration only</li> </ul>	
<b>Users</b>	<ul style="list-style-type: none"> <li>• Multi server configuration - Maximum of 40,000 using Avaya Message Storage Server</li> <li>• Single server configuration – Maximum of 2,500</li> </ul>	
<b>Standard Features &amp; Applications Configuration Dependent</b>	<ul style="list-style-type: none"> <li>• Find Me, Call Me, Notify Me mobility applications</li> <li>• Caller Applications</li> <li>• IMAP4 or Add-Ins for Microsoft Outlook or IBM Lotus Notes</li> <li>• INTUITY AUDIX-like, Octel Aria-like and Octel Serenade-like Telephone User Interfaces (TUIs)</li> <li>• Web client for message access (with Avaya Message Storage Server Configurations)</li> <li>• Web Subscriber Options</li> <li>• TTY/TDD Section 508 &amp; 255 compliancy for the hearing impaired</li> <li>• Integrated Fax</li> </ul>	<ul style="list-style-type: none"> <li>• Authentication, Authorization, and Accounting (AAA) Server support for external authentication for administrators via RADIUS or LDAP.</li> <li>• Roles Based Access Control support to define administrative roles and privileges.</li> <li>• Migration Services to move system data and messages from Legacy Octel 200/300, Octel 250/350 and INTUITY AUDIX (Map 5, 40, 100) message servers. (Provided by third party applications from Unimax Systems Corporation and Mutare Software)</li> <li>• Avaya one-X Speech is now bundled with each Modular Messaging 4.0 and higher seat license<sup>4</sup></li> </ul> <p style="text-align: right;"><sup>4</sup>Separate server required</p> <p>Please refer to the Modular Messaging 5.2 PSN for specific support information.</p>

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## 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](http://www.avaya.com).



INTELLIGENT COMMUNICATIONS

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