



AVST Unifying Communications

Is Interoperability the “New Black” for UC?

Today's Focus



Interoperability
of the
CallXpress Platform



Create a
Centralized
Infrastructure with
Higher Resiliency



Modernize Your
Voice Applications
and Deploy a
Next Generation
Feature Set

Unified Communications Technologies



Areas of Expertise

Best-of-Breed



Unified Communications Vendors



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Best-of-Breed

“Complete UC portfolios are still in an early stage, and no vendor product adequately addresses all of an enterprise’s UC needs. A **best-of-breed** approach remains the surest way of ensuring adequate functionality, and planners should require vendor products to be **interoperable**.”

Enterprise Connect 2011

Enterprise CONNECT

2011 Panel Discussion



Question:

Audience Response:

Is Interoperability important?



Loud applause
from the audience.

Do you think vendors are delivering on Interoperability?



Silence
from the audience.



Jim Burton asks the audience to clap if they agree with these questions

Jim Burton
Founder and CEO of CT Link, LLC
Co-Founder UCStrategies.com

Interoperability



Unsurpassed Interoperability

Interoperability - Telephony



400+ Integrations

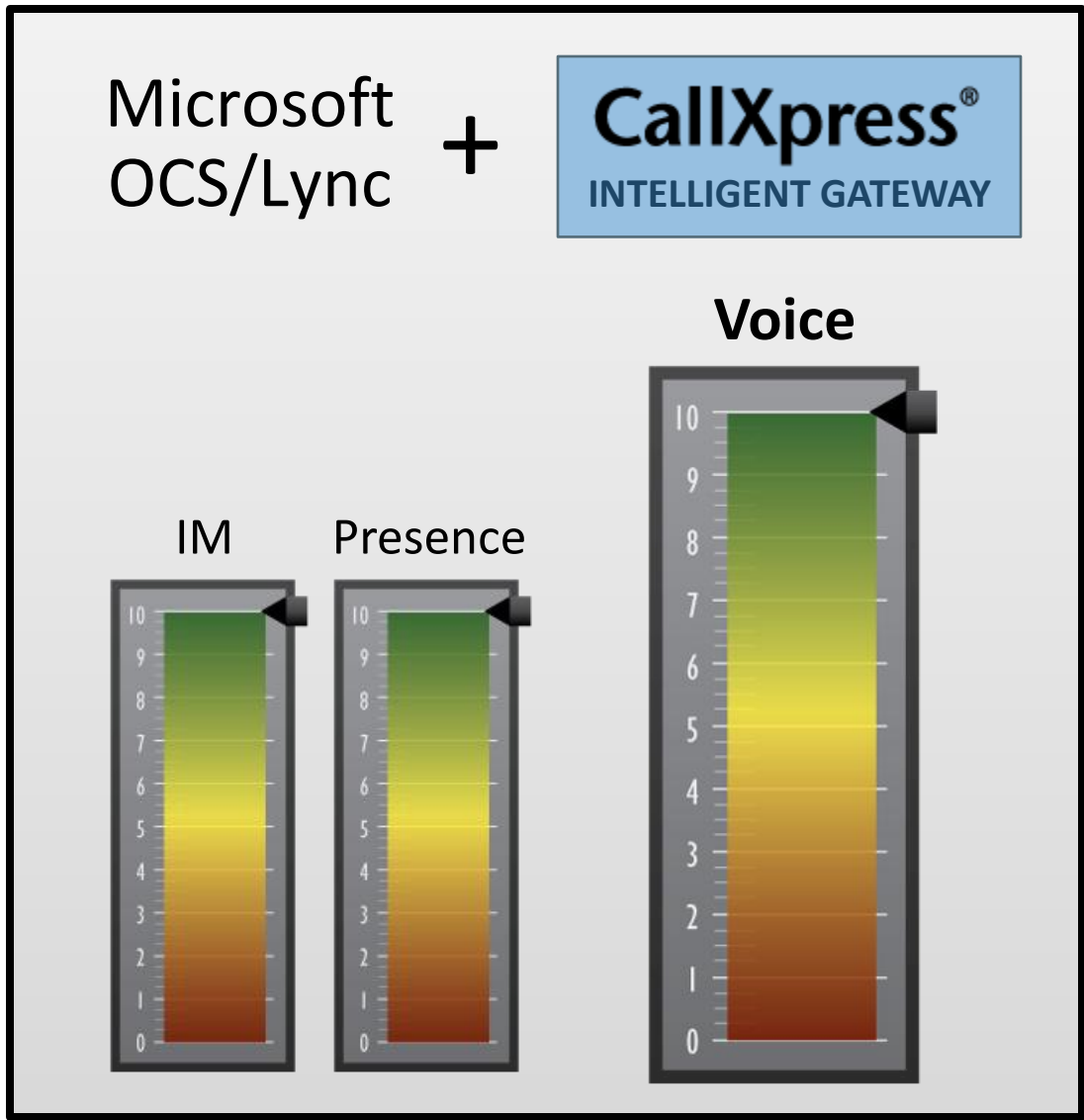
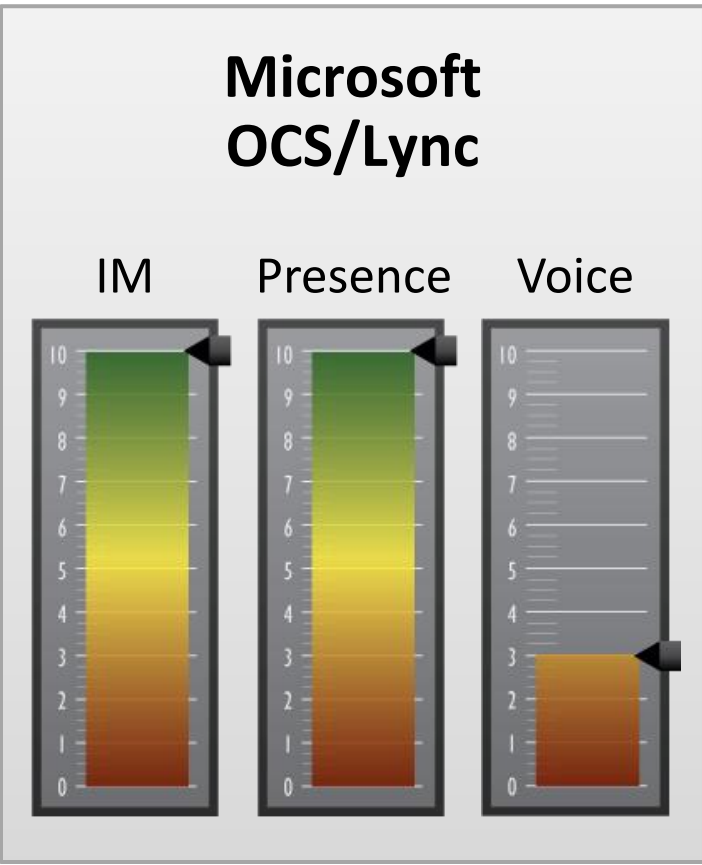
TDM • IP • Centrex

Up to 10 Integrations per System



Intelligent Gateway

Today...



Intelligent Gateway

CallXpress is an **Intelligent Gateway** connecting Microsoft OCS/Lync to the PBX

- Routes incoming calls to user's OCS client
- Allows outbound calls from OCS to the PSTN
- Utilizes Presence and IM capabilities in OCS
- No additional client software required



Interoperability – E-mail



Unified Messaging

Supports Premise to Hosted E-mail Systems



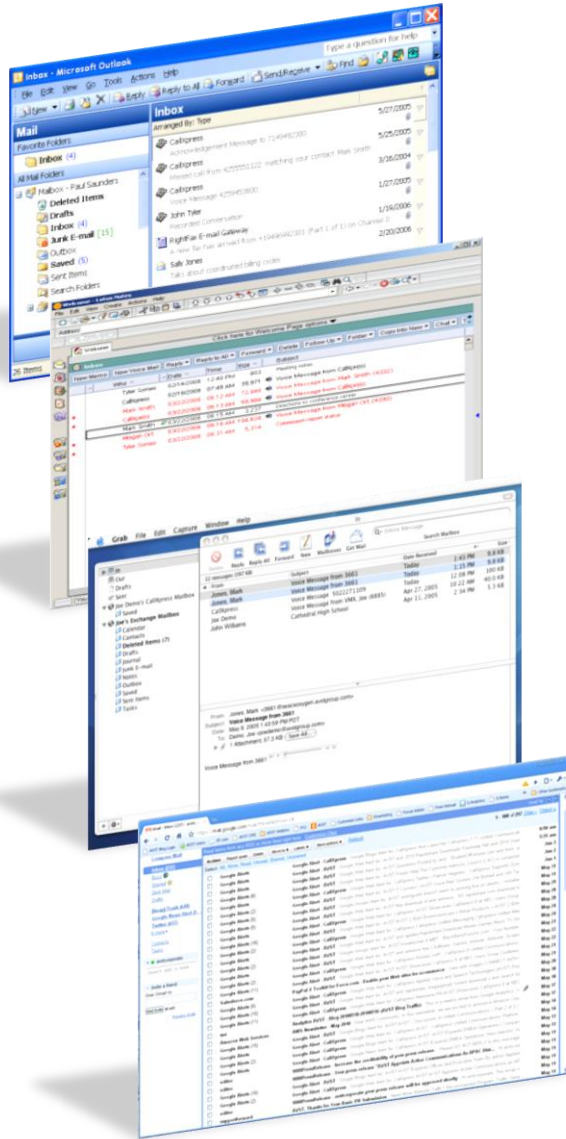


Supported Clients

- ▶ Microsoft® Outlook® 2010 (32 & 64-bit), 2007, 2003, XP
- ▶ IBM® Lotus® Notes® R8.5, R8.0, R7.0
- ▶ Any IMAP4 compliant e-mail client

Supported E-mail Servers

- ▶ Microsoft Exchange® 2010, 2007, 2003
- ▶ IBM Lotus Notes/Domino R8.5, R8.0, R7.0
- ▶ Novell® GroupWise® Server/Client 8.0, 7.0, 6.5
- ▶ Google™ Gmail™
- ▶ Mirapoint® e-mail server
- ▶ Any IMAP4 compliant e-mail server



Unified Messaging



Unified Messaging



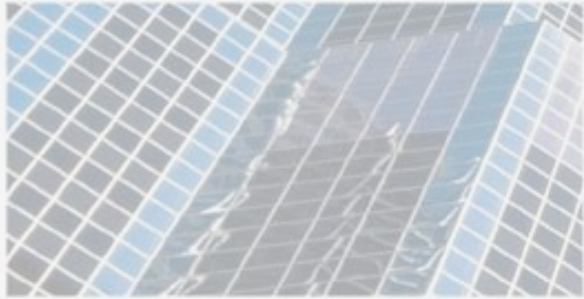
Server Unified Messaging
(Single Store)



Client Unified Messaging
(Dual Store)



Today's Focus



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CallXpress Platform



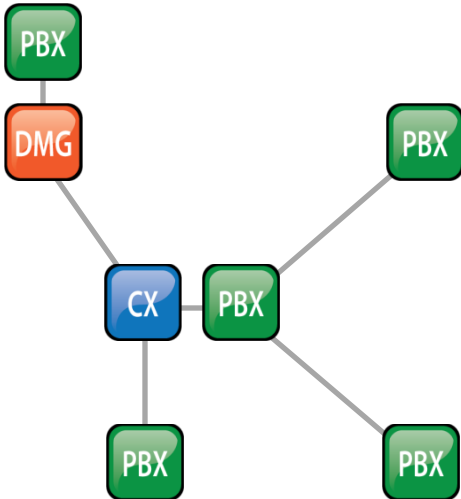
Create a
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Higher Resiliency



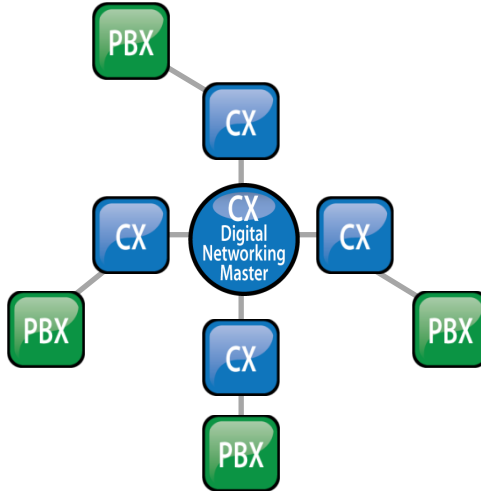
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Infrastructure Flexibility

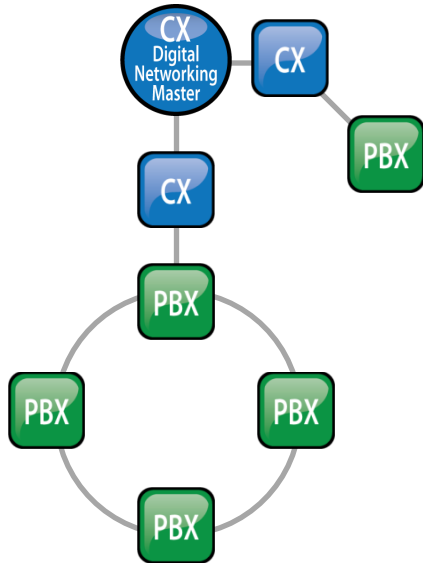
CENTRALIZED MESSAGING



NETWORKED MESSAGING

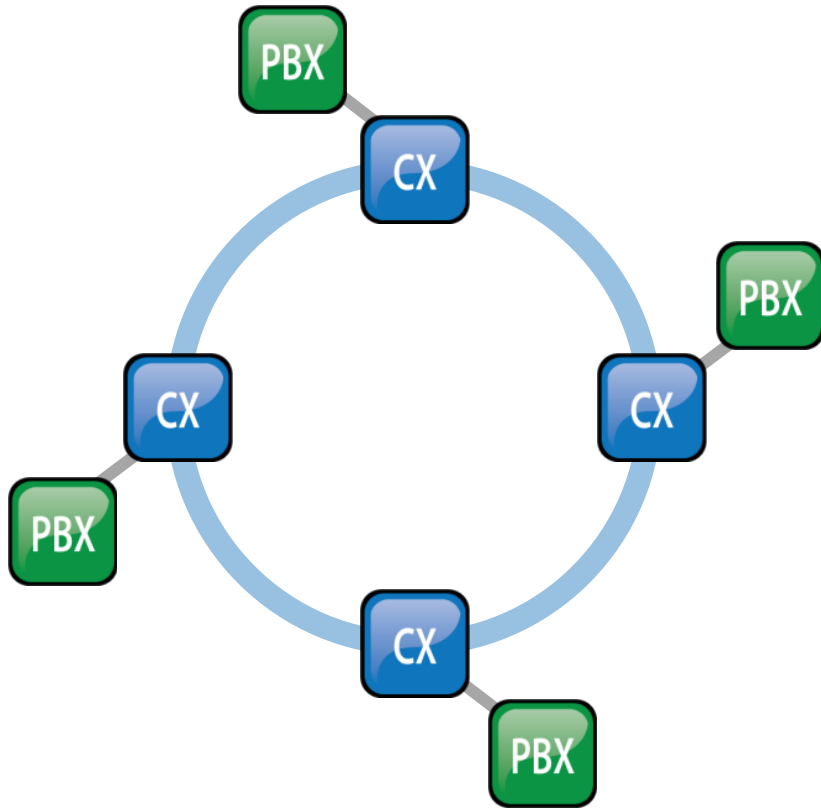


MIXED ENVIRONMENT

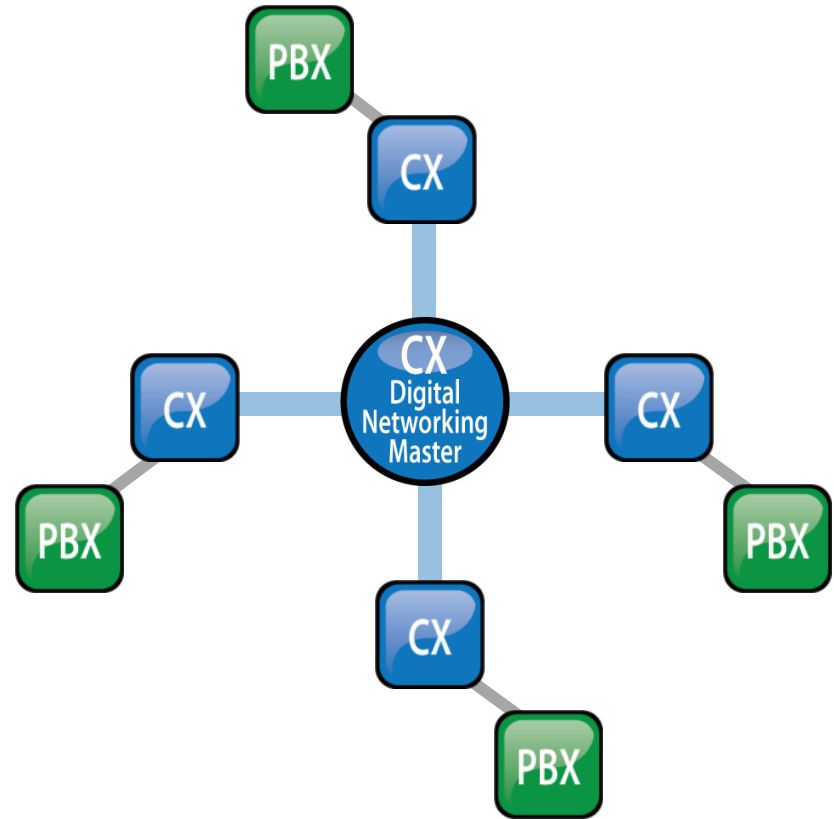


 CallXpress® Server  PBX Phone System  Dialogic® Media Gateway

Networked Messaging, No PBX Networking

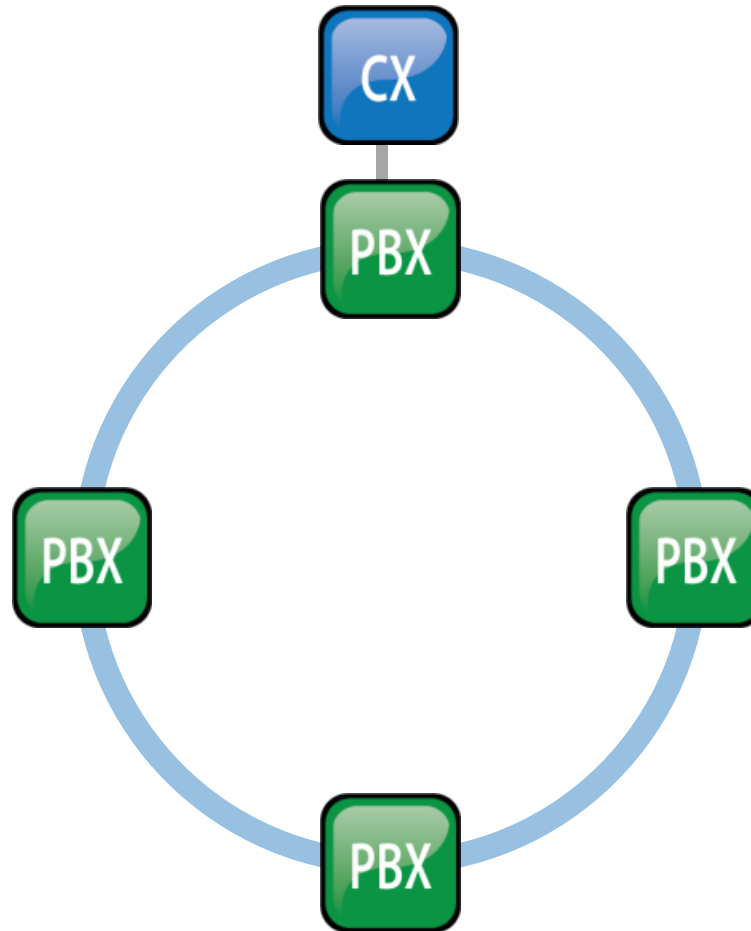


**CallXpress 7.9 and older
Peer-to-Peer Topology**



**CallXpress 7.91 and above
Star Topology**

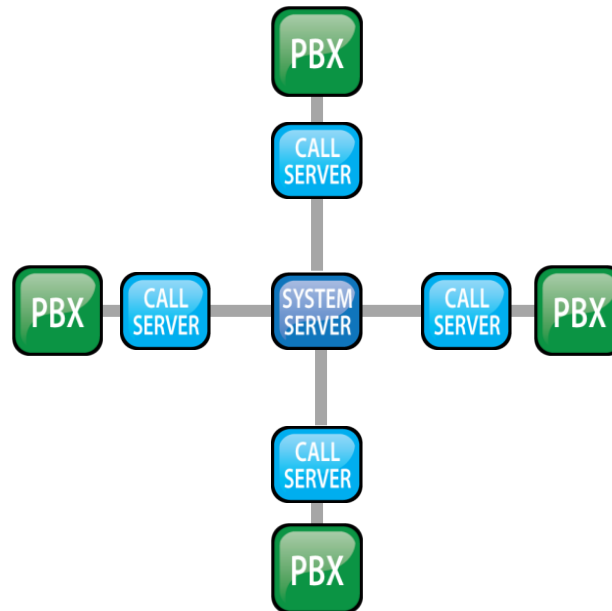
Centralized Messaging, PBX Networked



**Traditional Centralized Messaging
PBX Networked**

New Centralized Messaging with CallXpress 8

Distributed Multi-Server Architecture for Survivability



Independent of PBX Networking

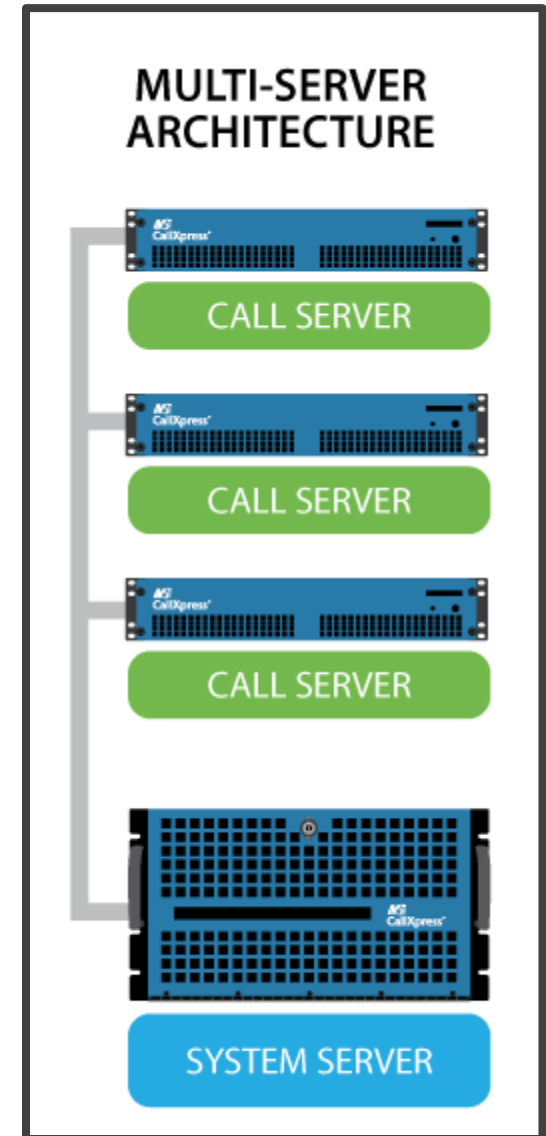
Centralized Features

- Multiple Integrations
- User Time Zone
- Multiple Call Servers
- Scalability and High Availability
- Multi-Language
- Legacy TUI Emulation

Multi-Server Architecture

Survivability – Multi-Server

- ▶ Call Servers “Workhorses”
 - ▶ Telephony Interface/Integration
 - ▶ Applications
 - ▶ TUI/VUI
 - ▶ Supports up to 20 Call Servers
- ▶ System Server “Brains”
 - ▶ Centralized Database
 - ▶ Message Store
 - ▶ Administration Services



Private Cloud

What is a Private Cloud?

- Dedicated to Your Organization, Providing Managed Services within the Corporate Firewall and Network

CallXpress in a Private Cloud

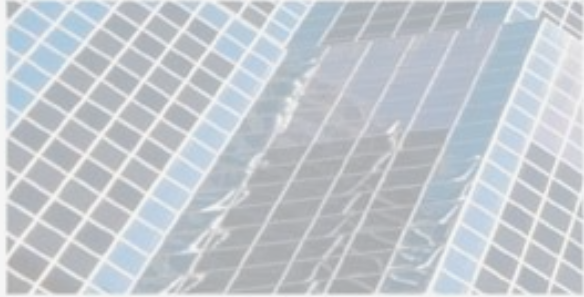
- Survivable Call Servers and System Server
- Virtualization through VMware® vSphere™ 4

Benefits of a Private Cloud

- Creates Application Centralization within a Data Center
- Provides Remote Survivability
- Ensures Security



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Voicemail

Ideal Legacy Replacement

- ▶ State-of-the-Art and Legacy Feature Set, Developed for Nearly 30 Years
- ▶ Alternate TUIs
Octel® Aria® /Serenade®, Avaya® INTUITY™ AUDIX®, Nortel® Meridian Mail, Mitel® NuPoint with Centigram Interface, Kinesis and Repartee
- ▶ Network Support
AMIS, VPIM, and Avaya 3210
- ▶ Manage your PBX and Voicemail System from a Single Interface
- ▶ Unlimited Voice Mailboxes



Next Generation Feature Set

Grow at your own pace through AVST's "a la carte" licensing



AVST Company Overview

15
MILLION
USERS

Experience

- Nearly 30 years Developing Voice Applications
- Over 15 years Developing Unified Messaging
- Over 10 years Developing Speech Applications

Channel

- Worldwide Network of Certified VAR's
- Sold in over 50 Countries
- Multiple OEMs

Focused

- Experts in the Delivery and Interoperability of UC Applications
- Best-in-Class Approach to UC Applications

Reliable

- 15 Million Users Rely on AVST
- Commitment to Seamless Customer Upgrades
- Runs on Open Standards Based Hardware

Innovation

- CallXpress is the #1 Enterprise Voicemail System Installed – Voice Report
- Leaders in Gartner Report for Voicemail, Unified Messaging and Personal Assistant
- Rated Best-of-Breed Unified Messaging Solution – Gartner
- Ranked #1 for Feature Rich Unified Messaging Solution by COMMfusion



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Thank You

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