

UNIFYING COMMUNICATIONS

**Are You Frozen in Your Decision
About Unified Messaging?**

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

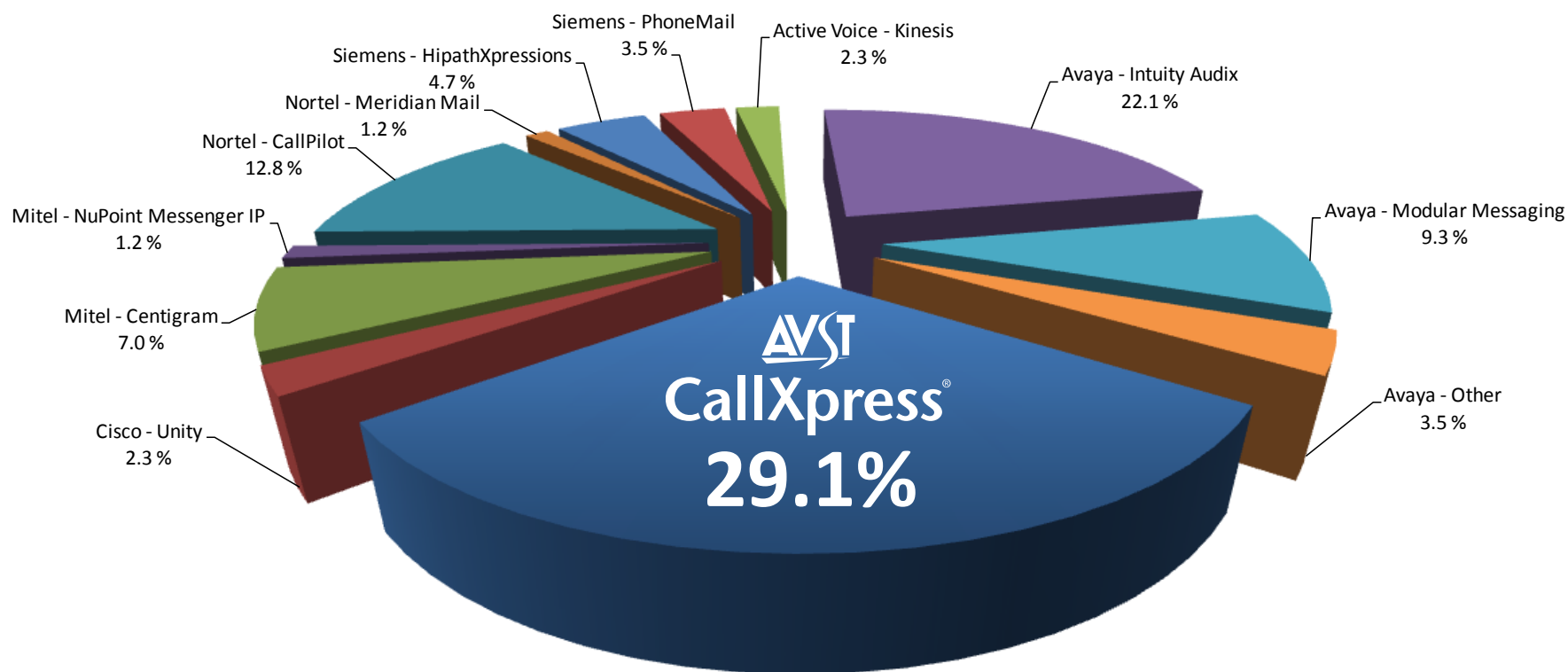
- 15 Million Users Rely on AVST
- Commitment to Seamless Customer Upgrades
- Runs on Open Standards Based Hardware

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

Leadership Recognition

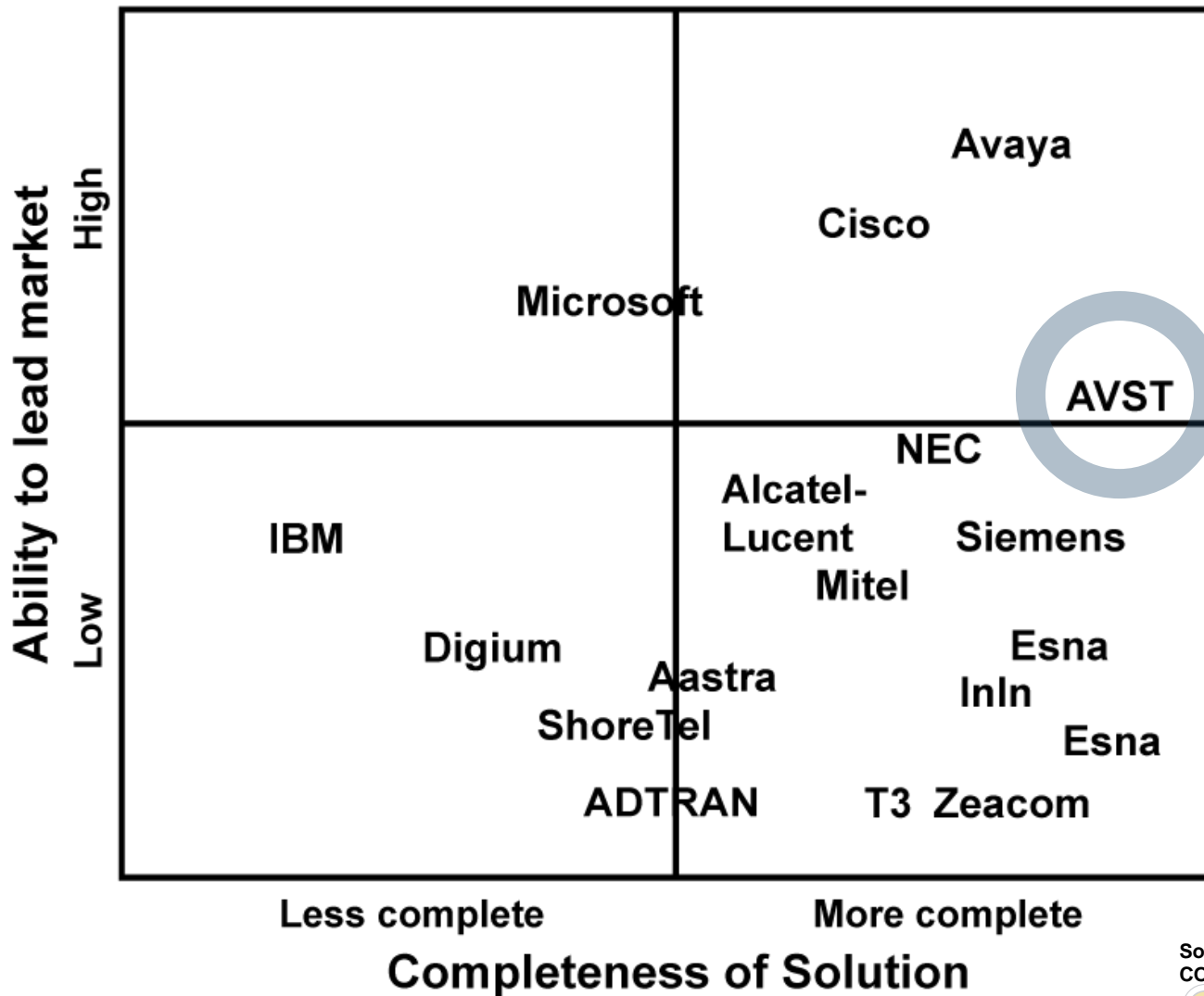
29.1% of enterprise customers surveyed use CallXpress as their primary voicemail system.



Source:
Voice Report's 2009 National PBX Survey
Voice Report

Leadership Recognition

UM Player Positioning



Leadership Recognition

“In the area of unified messaging, AVST offers the **best-of-breed** unified messaging.”

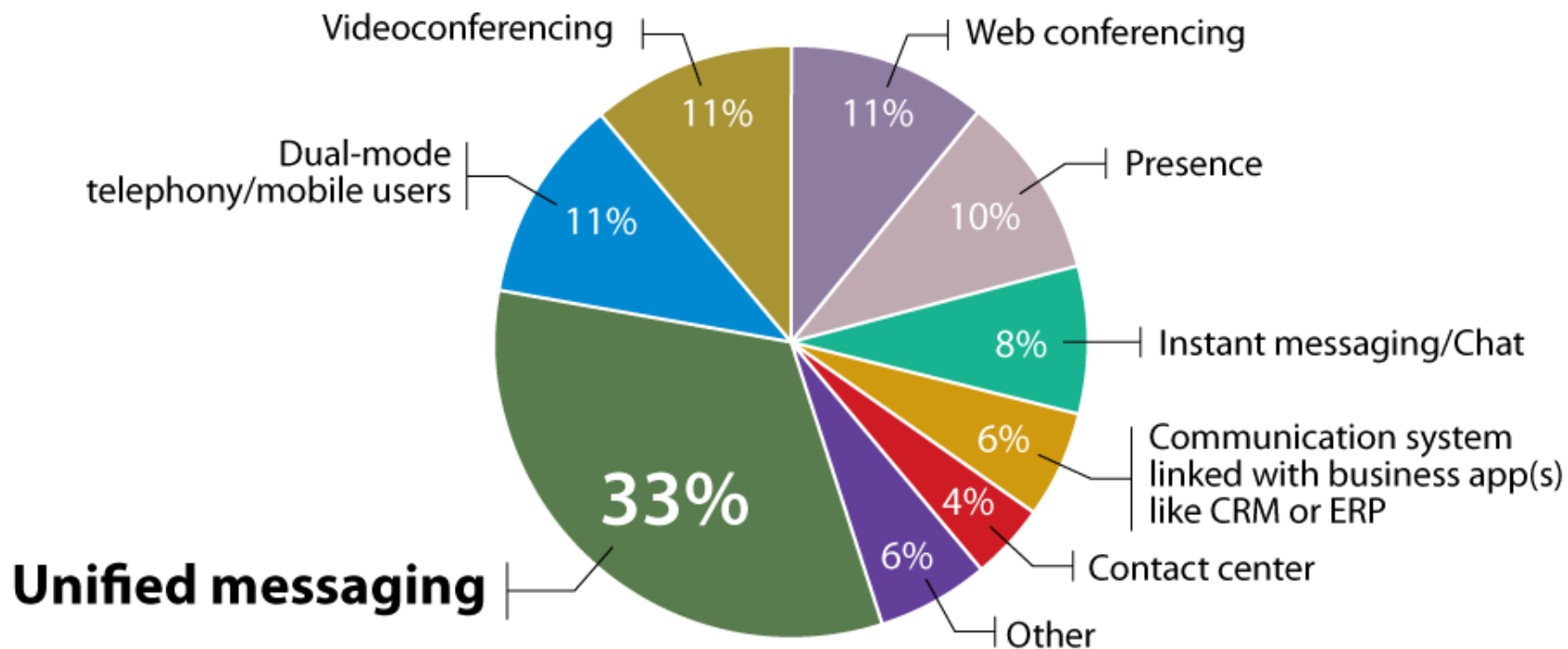
Gartner July 2010

CallXpress ranked as a leader in voicemail, unified messaging and personal assistant.

Gartner January 2010

Top Unified Communications Technology Driver

Which of the following technologies is, or was, the top driver in your decision to move forward with your UC initiative?



InformationWeek

Base: 249 respondents at organizations deploying or planning to deploy unified communications

Data: InformationWeek Analytics 2010 Unified Communications Survey of 406 business technology professionals, April 2010

Interoperability

E-MAIL

BUSINESS
APPLICATIONS

PRESENCE AND
LOCATION BASED
INFORMATION *

Interoperability

CallXpress® 8



UCConnect Open Development Framework

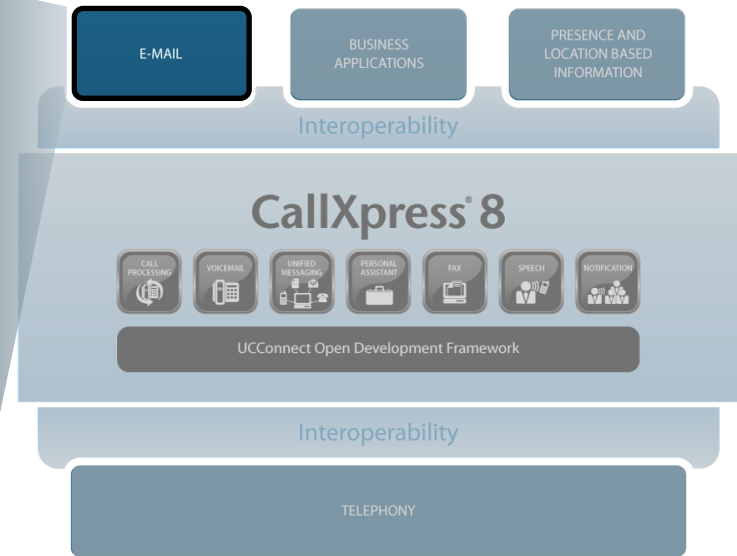
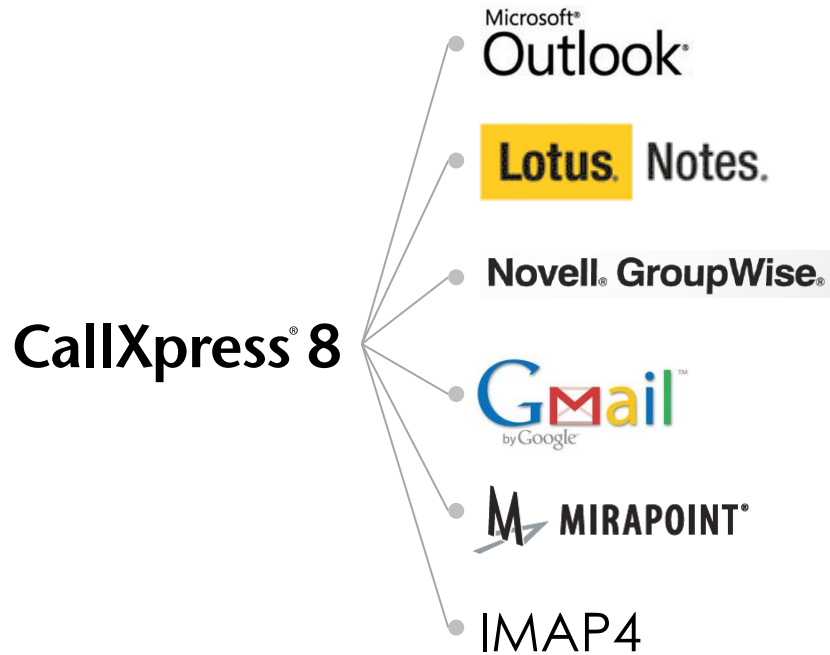
Interoperability

TELEPHONY

**Integration into popular enterprise presence servers available in 2011.*

Interoperability: E-mail

E-mail Integrations



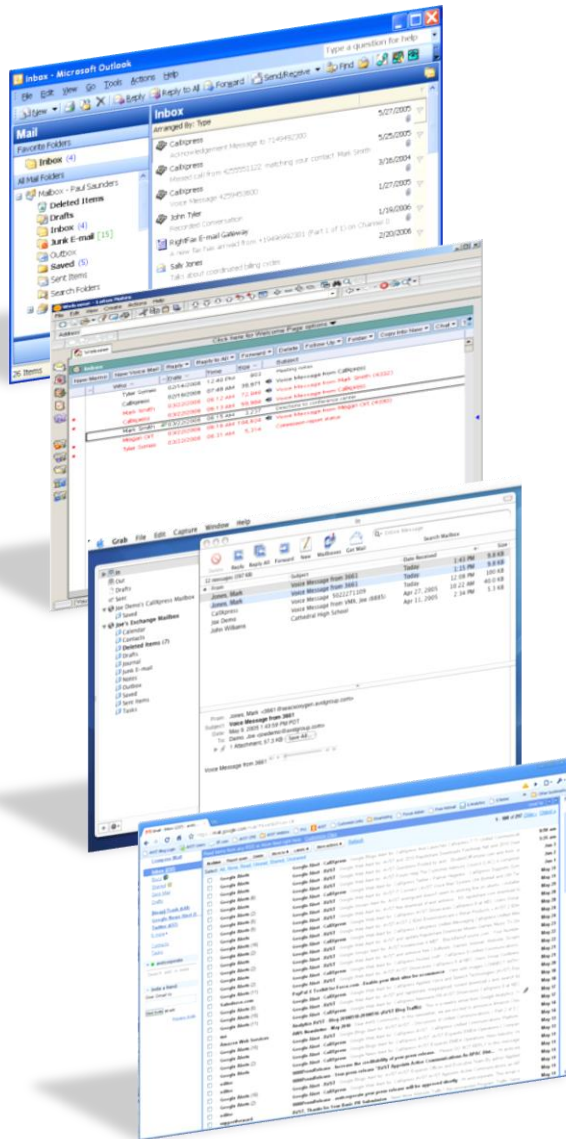


Supported Clients

- ▶ 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

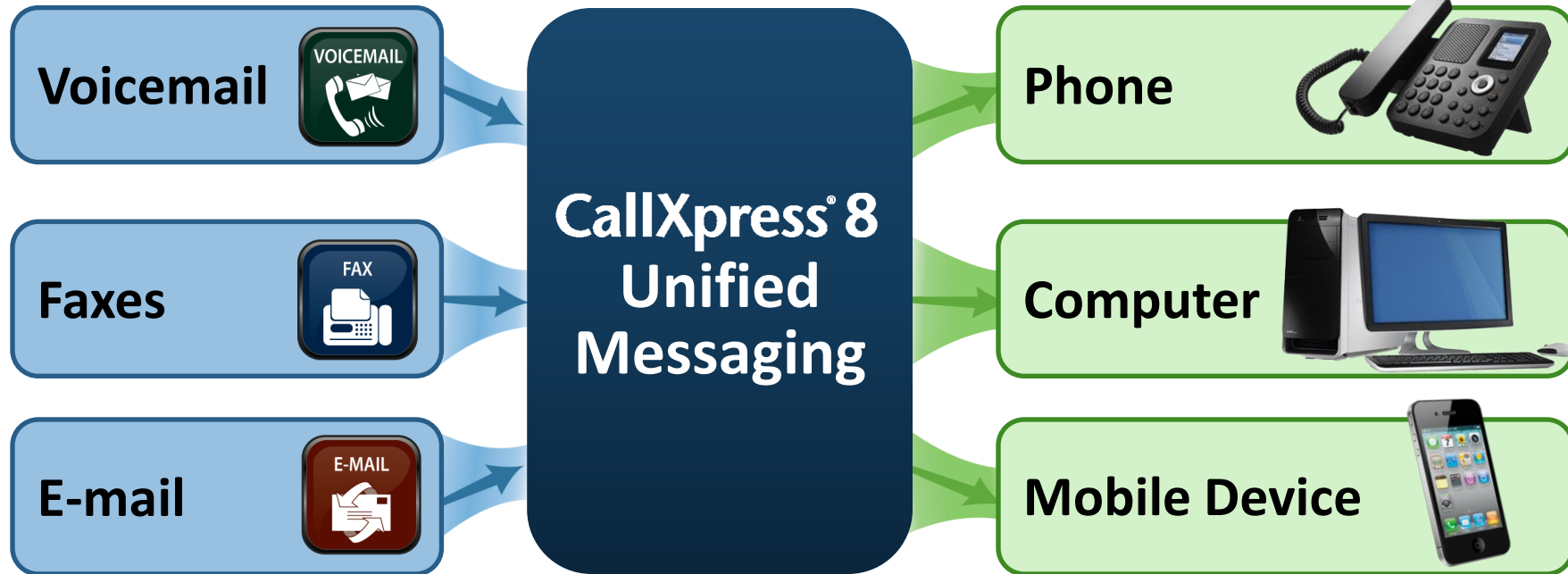


What is Unified Messaging?

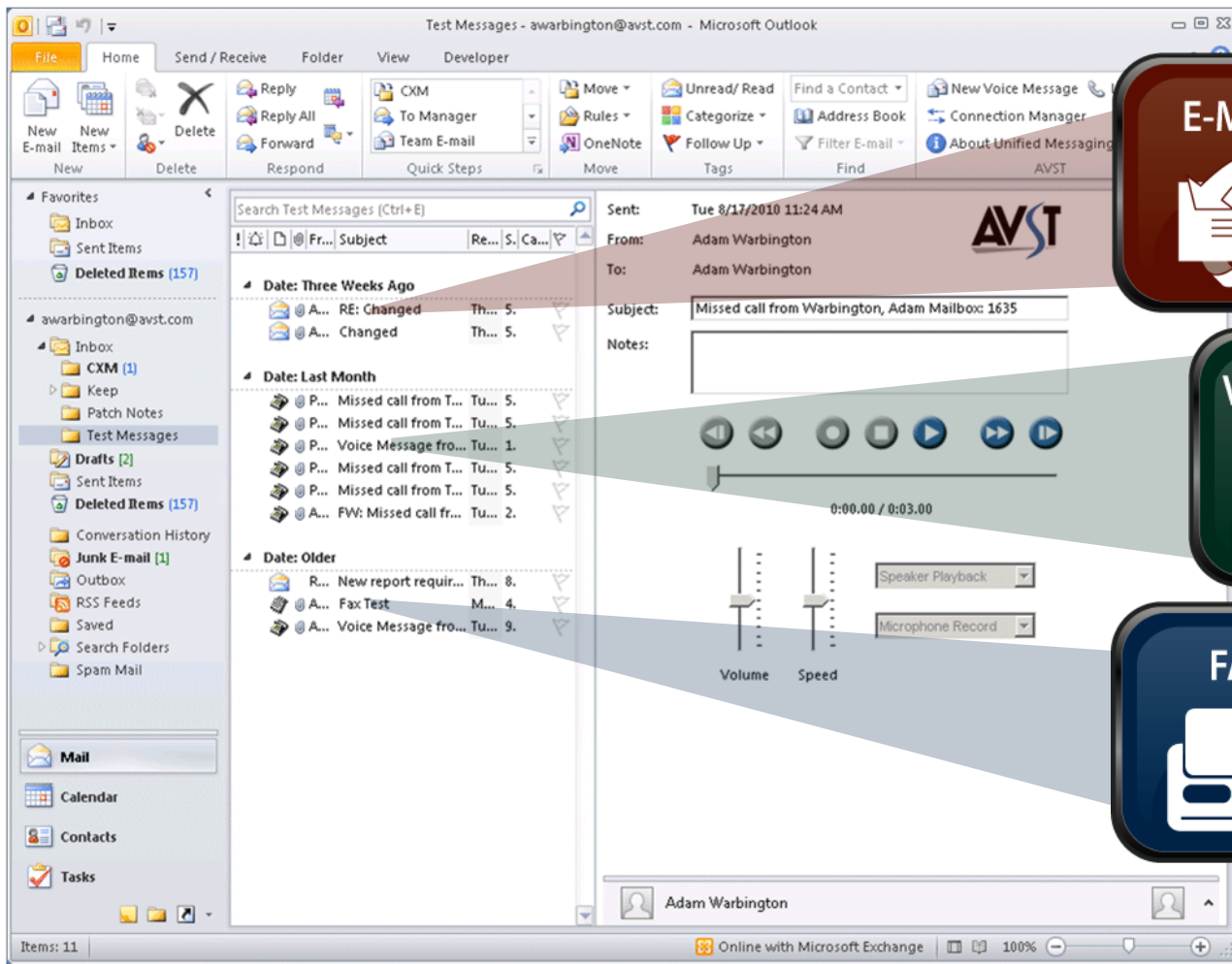


Messages delivered by:

Get instant access to all of your messages via...



Outlook 2010



APPLICATIONS

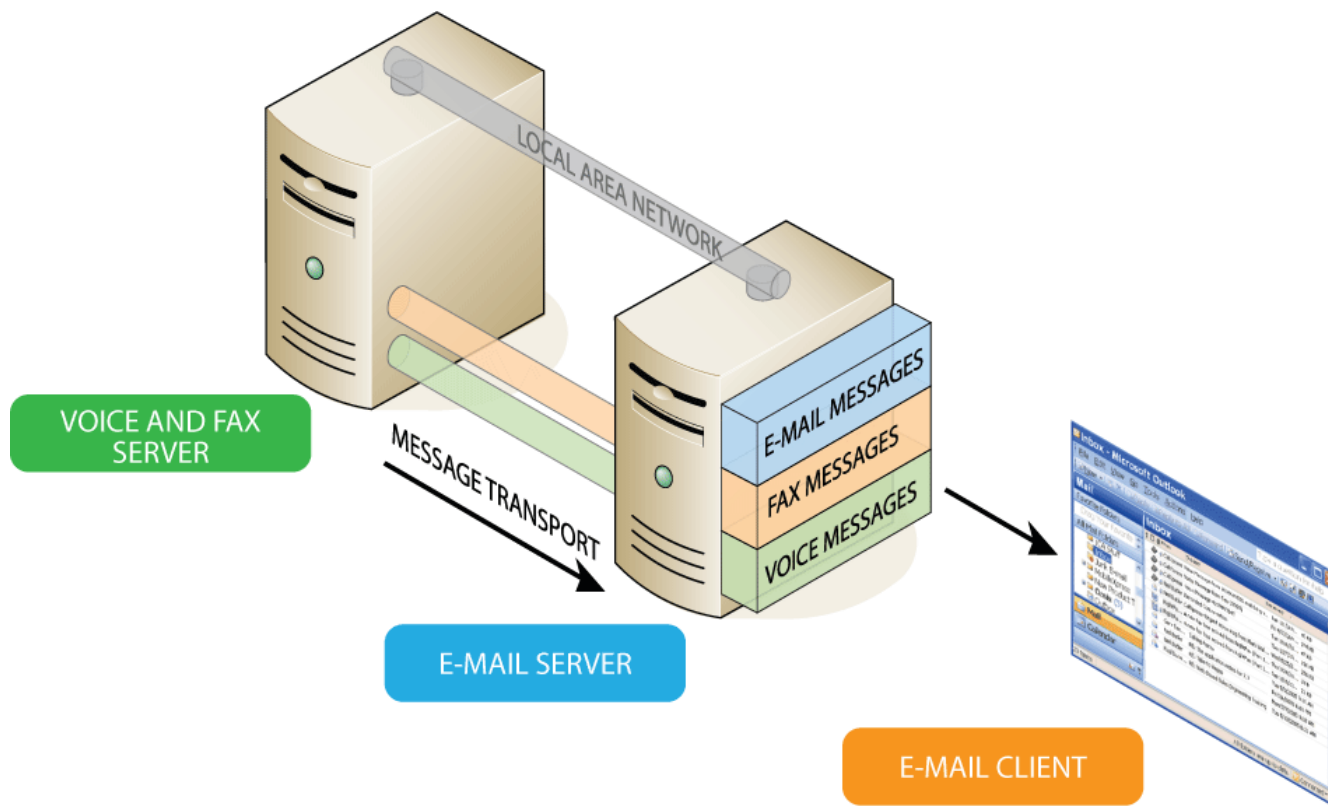
Unified Messaging



- ▶ Most Flexible UM Architectures
 - ▶ Server-based (single store)
 - ▶ Client-based (dual store)
 - ▶ Secure
 - ▶ Simplified

- ▶ Mix Architectures by User

Server Unified Messaging



Server

Single store of all messages on the e-mail server; supports premise and cloud based e-mail solutions

Client

E-mail messages on one server and voice and fax messages on a separate server

Secure

Secure web-based access to voice and fax messages

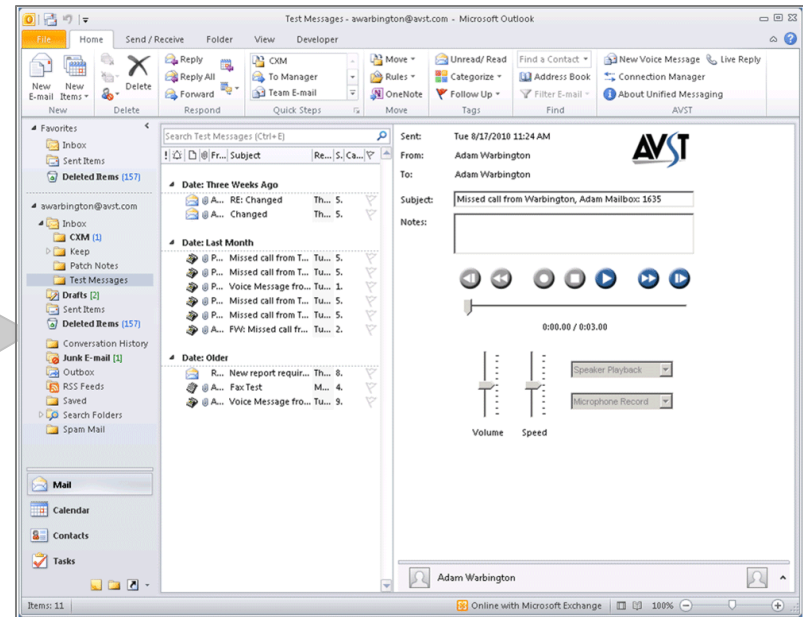
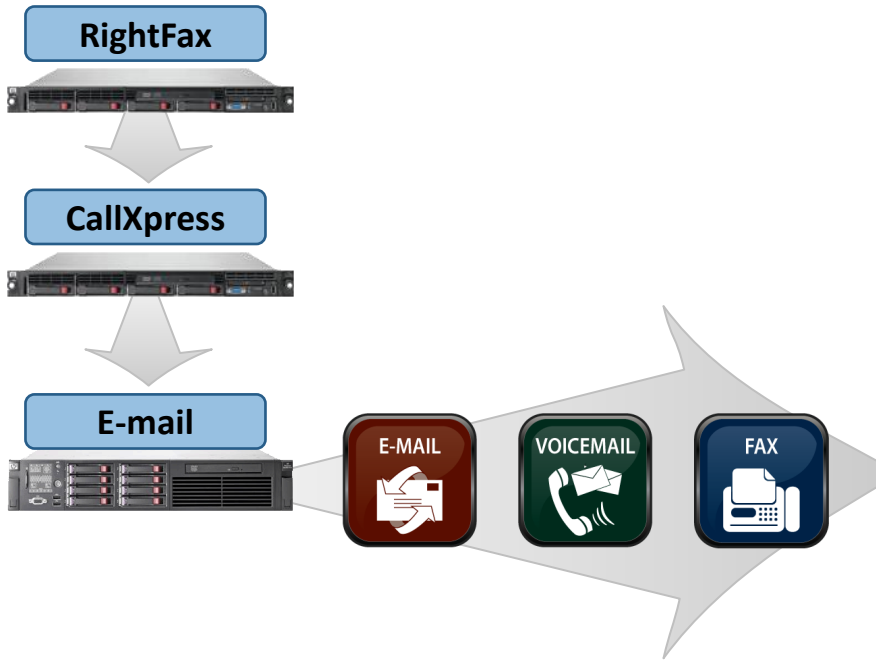
Simplified

Copies of messages are forwarded to the user's e-mail account

Server Unified Messaging



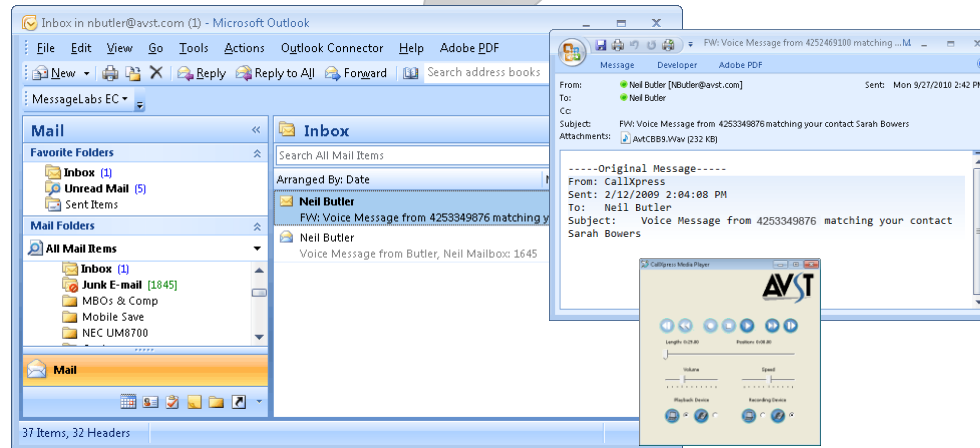
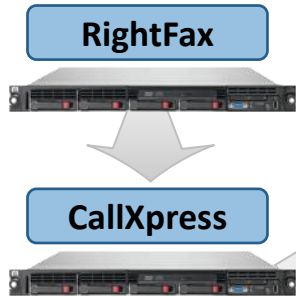
Server Unified Messaging (Single Store)



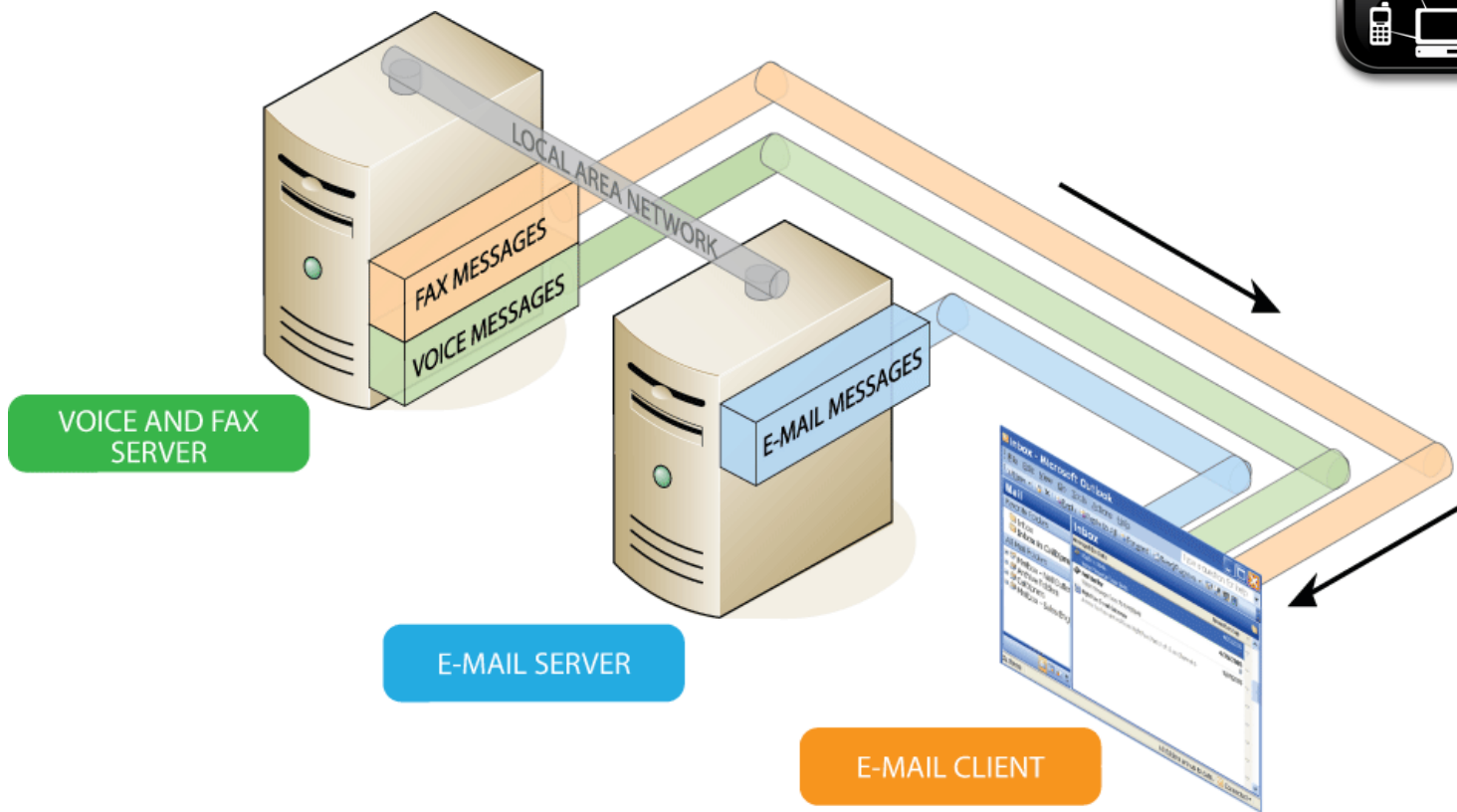
Server Unified Messaging (Hosted)



Hosted (Cloud) E-mail Access



Client Unified Messaging



APPLICATIONS

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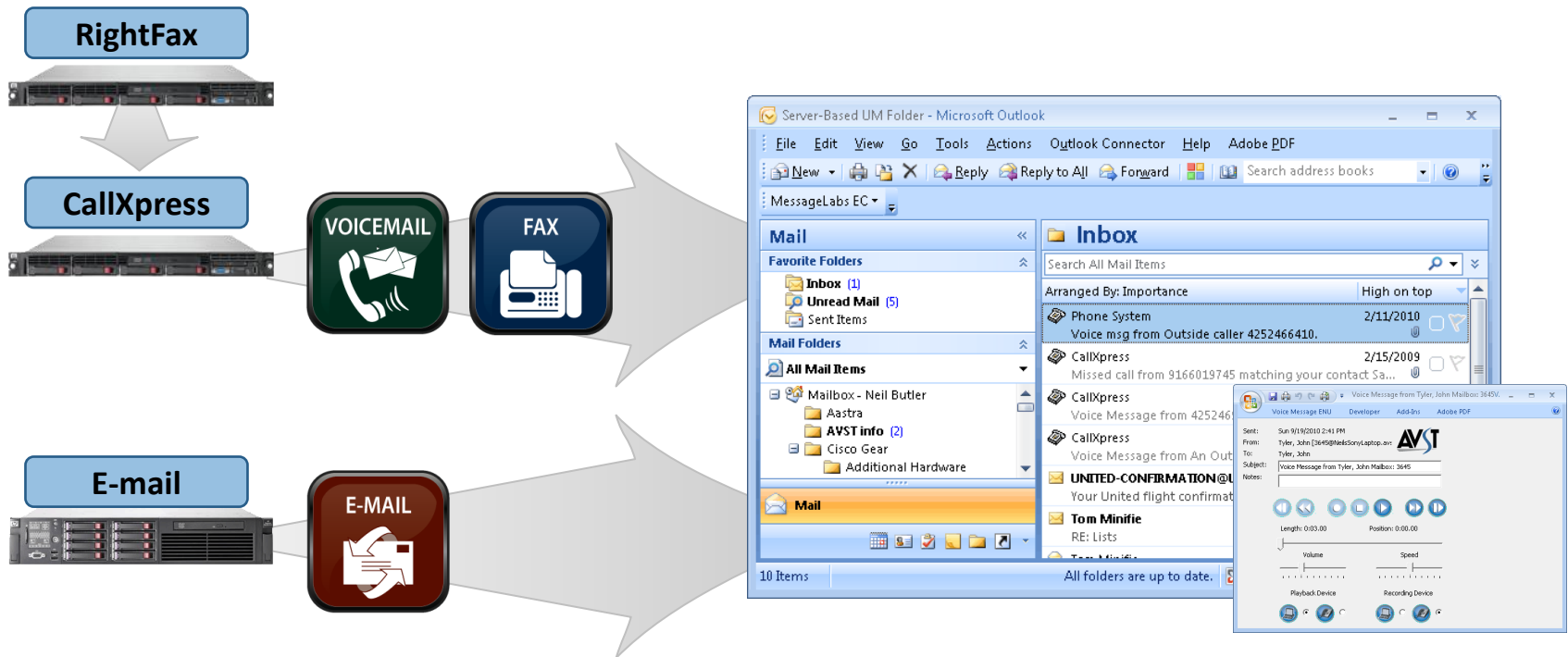
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Client Unified Messaging

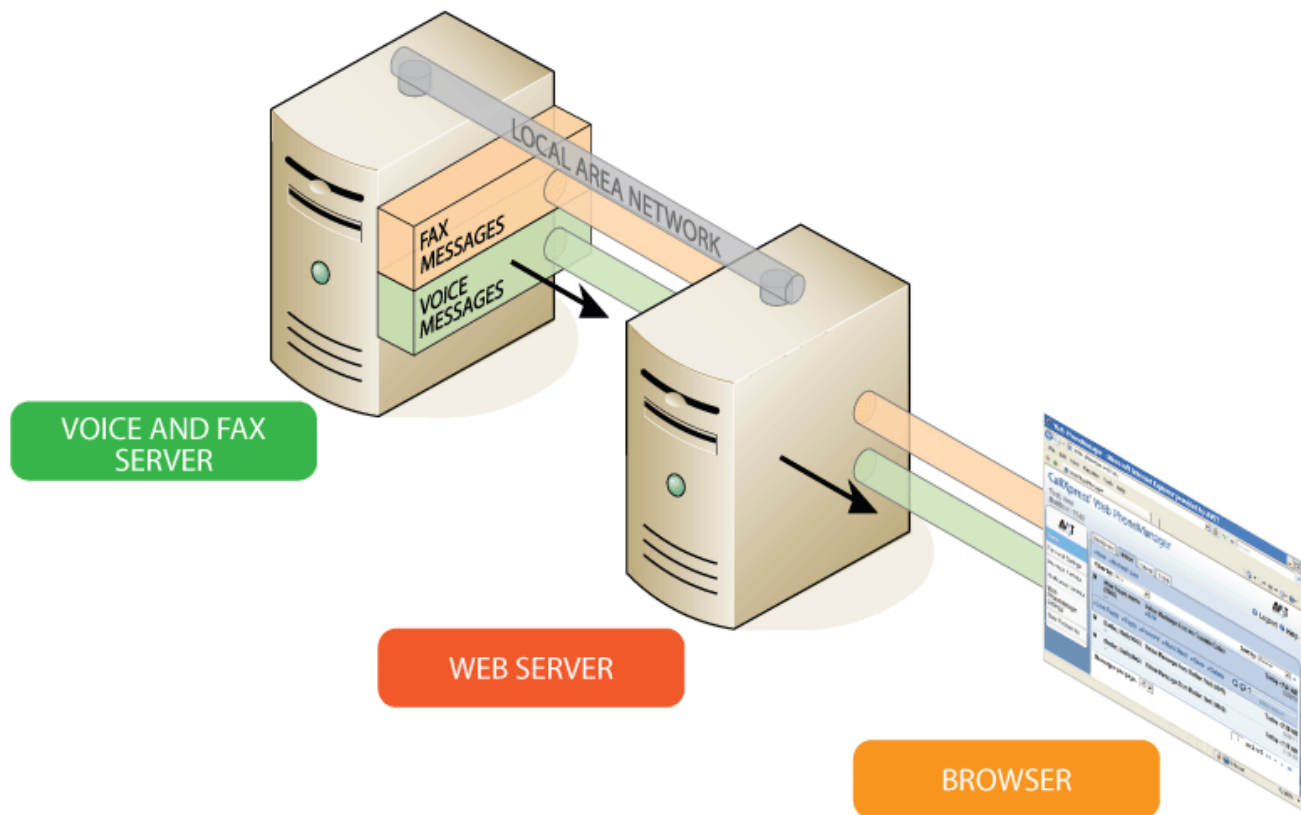


Client Unified Messaging (Dual Store)



APPLICATIONS

Secure Unified Messaging



APPLICATIONS

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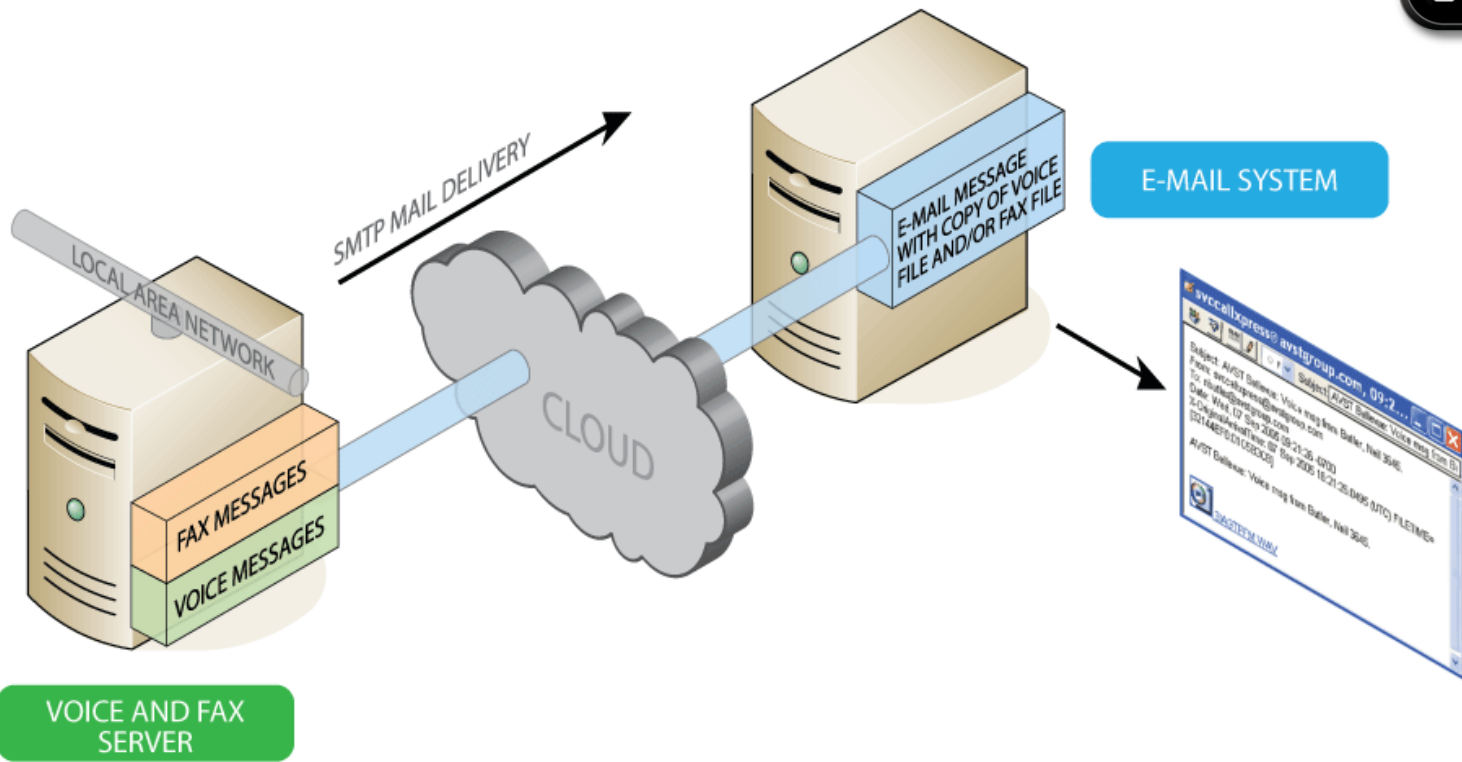
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Simplified Unified Messaging



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5 C's (Considerations) for Unified Messaging

▶ **Compliance**

- ▶ Understand your corporate legal requirements

▶ **Confidentiality**

- ▶ In many cases, as important as compliance

▶ **Configuration**

- ▶ Architecture, flexibility and future proofing

▶ **Capacity**

- ▶ Understand load on e-mail and storage servers

▶ **Cost**

- ▶ Focus on total cost of ownership



Thank You

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