

UNIFYING COMMUNICATIONS

How to Ensure Business Continuity

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

CallXpress Customers

Enterprise



“CallXpress mirrored our old Centigram telephone user interface **perfectly** and new mailboxes can be added in a matter of **minutes vs. hours.**”



“We have saved **\$150,000 per year** on maintenance by replacing our two Octel systems with CallXpress.”

Higher Education



“On its first full business day in operation, CallXpress took over **48,000 calls**. The system **didn't miss a beat.**”



“We were impressed with **how simple** it was to convert our Octel system to CallXpress. Our users were up and running on the system **without delay.**”

Health Care



“The **migration from Octel** to CallXpress was one of our biggest implementations and the transition was **virtually unnoticeable** to our users. “



“CallXpress was the **perfect fit...**offering an **easy** integration path for both our TDM and IP switch.”

State and Local Government

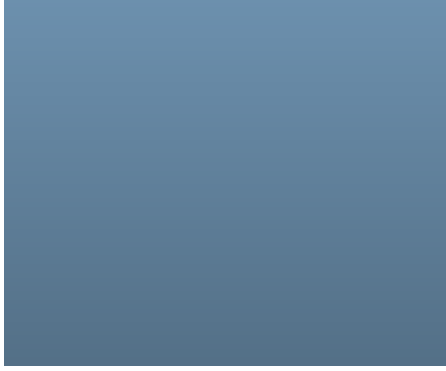
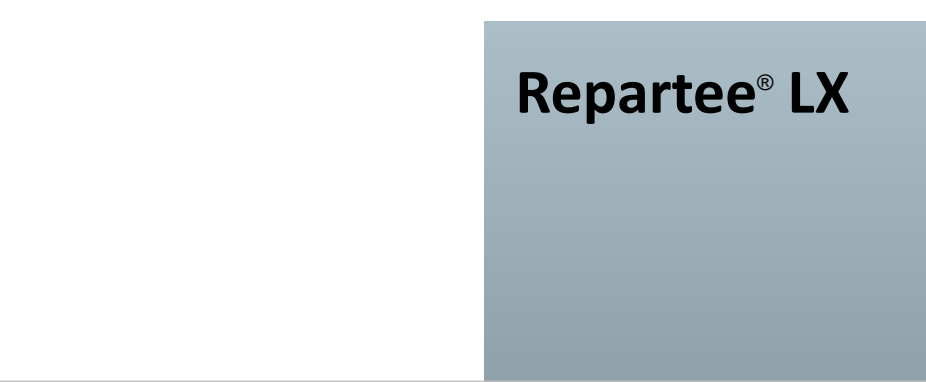
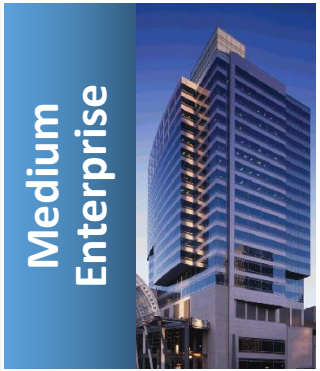


City of Phoenix

“CallXpress was selected to support **14,000+ city employees**. It supports mission critical high call volumes – up to 300,000 in a given month and in some cases, like the Family Services Center, as many as **20,000 calls in an hour.**”

Product Portfolio

COMPANY



Linux

Windows

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.*

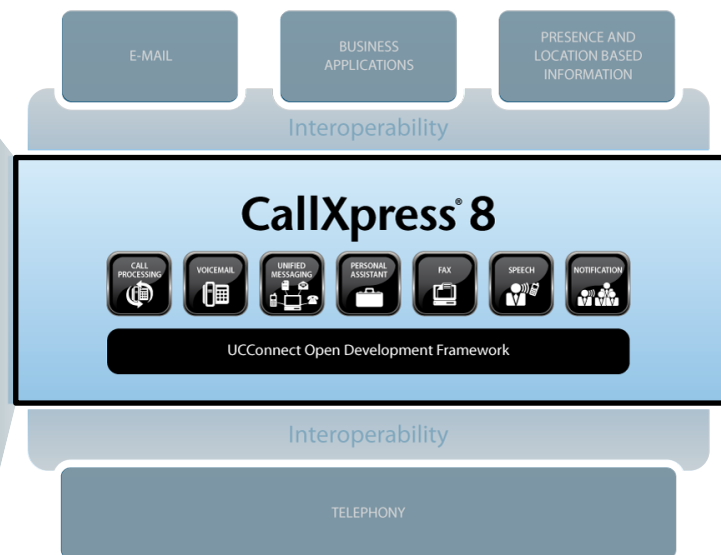
Interoperability: Applications and Platform

Applications



Platform

- On Premise and Private Cloud
- Centralized, Distributed, or Mixed Telephony Infrastructure
- High Availability and Disaster Recovery
- Extensibility utilizing UCConnect



Enterprise Class Servers

ET-2000 R3

- ▶ High performance Intel Core™ 2 Duo 2.13 GHz processor at an affordable price
- ▶ Versatile server with PCI-X and PCIe slots



E-2900 R2 LE

- ▶ A quality 2U platform that balances performance with affordability
- ▶ Single Intel 2.0 GHz quad-core processor
- ▶ Three PCIe slots



E-2900 R2 HE

- ▶ The best performance in a highly redundant 2U platform
- ▶ Dual Intel 2.0 GHz quad-core processors
- ▶ Hot-swap SATA hard drives, dual 750W power supplies, and integrated RAID 5 with 500 GB of storage
- ▶ Three PCIe slots

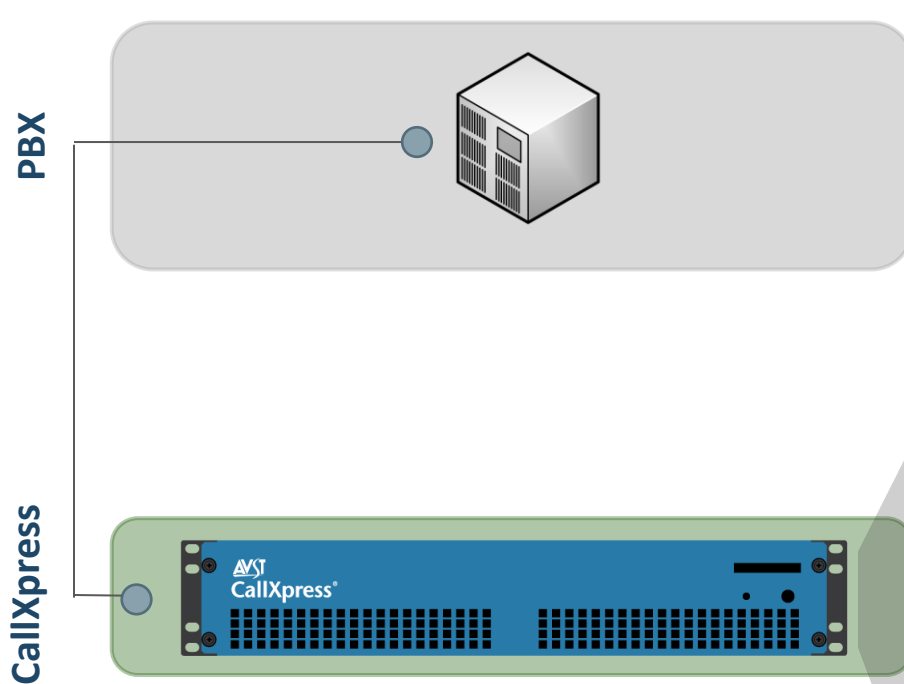


E-4000 R4

- ▶ Dual Intel 2.0 GHz quad-core processors
- ▶ Hot-swap SAS hard drives, power supplies, and integrated RAID 5 with 600 GB of storage
- ▶ Five PCIe slots



Single Server Architecture



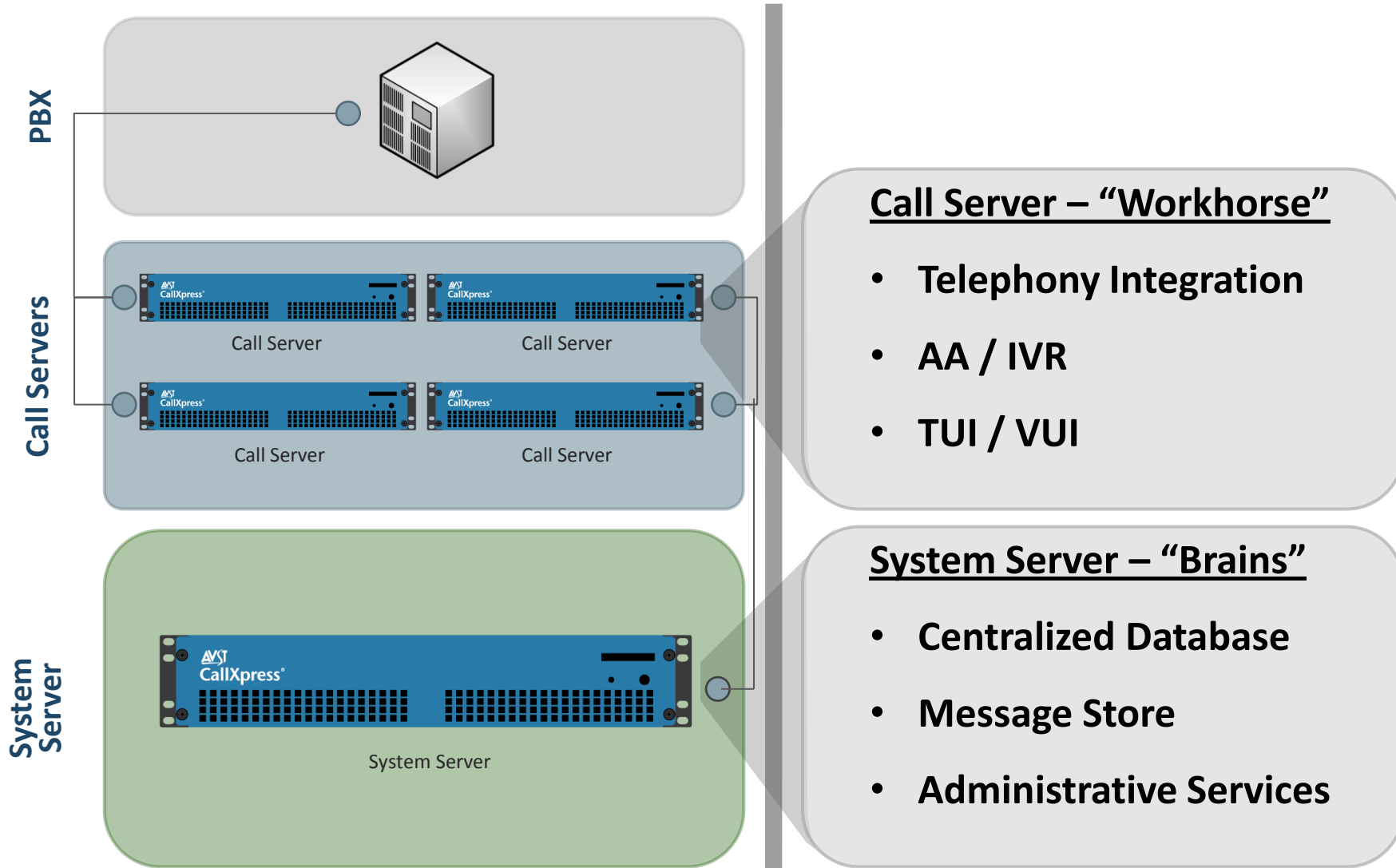
Advantages

- Single Server Solution
- Easy Upgrade

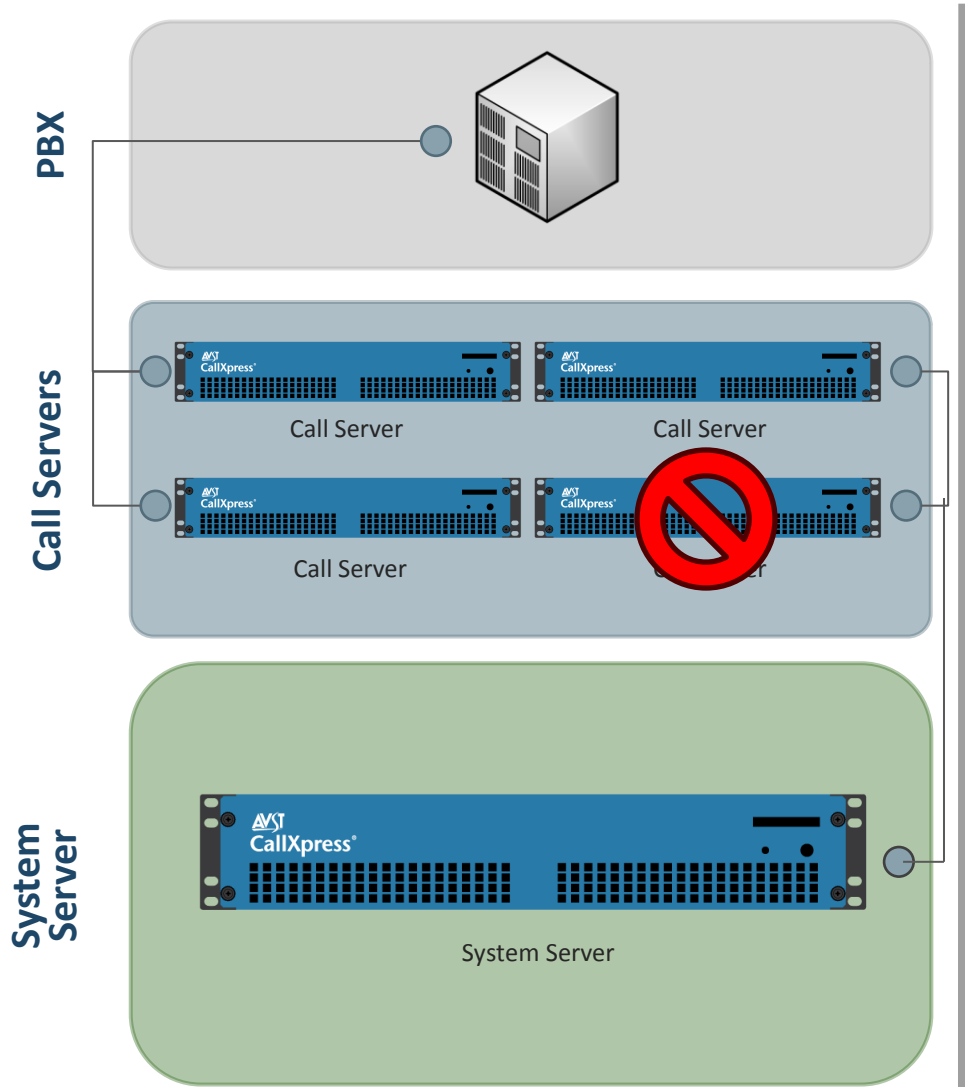
Limitations

- Dead in water if server fails
- Capacity
 - 96 Ports – No ASR
 - 48 Ports – With ASR
 - 3 TDM or 1 IP and 1 TDM Integration

Distributed Architecture



Distributed Architecture

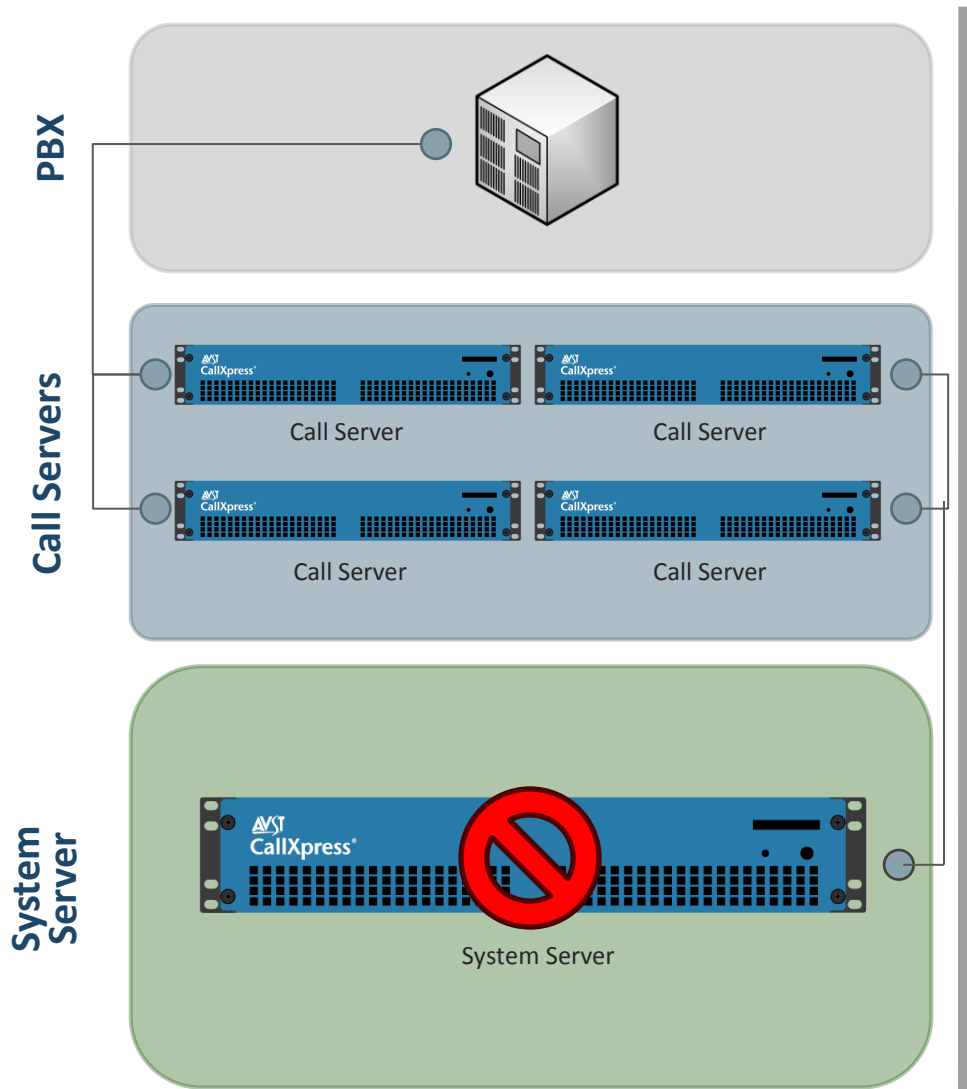


Scenario

- **Call Server Failure**

Functionality	Impact
Voice & Fax Messaging	None
Auto Attendant	None
IVR	None
Personal Assistant	None
Callouts	None
Administration	None
Capacity	Reduced

Distributed Architecture

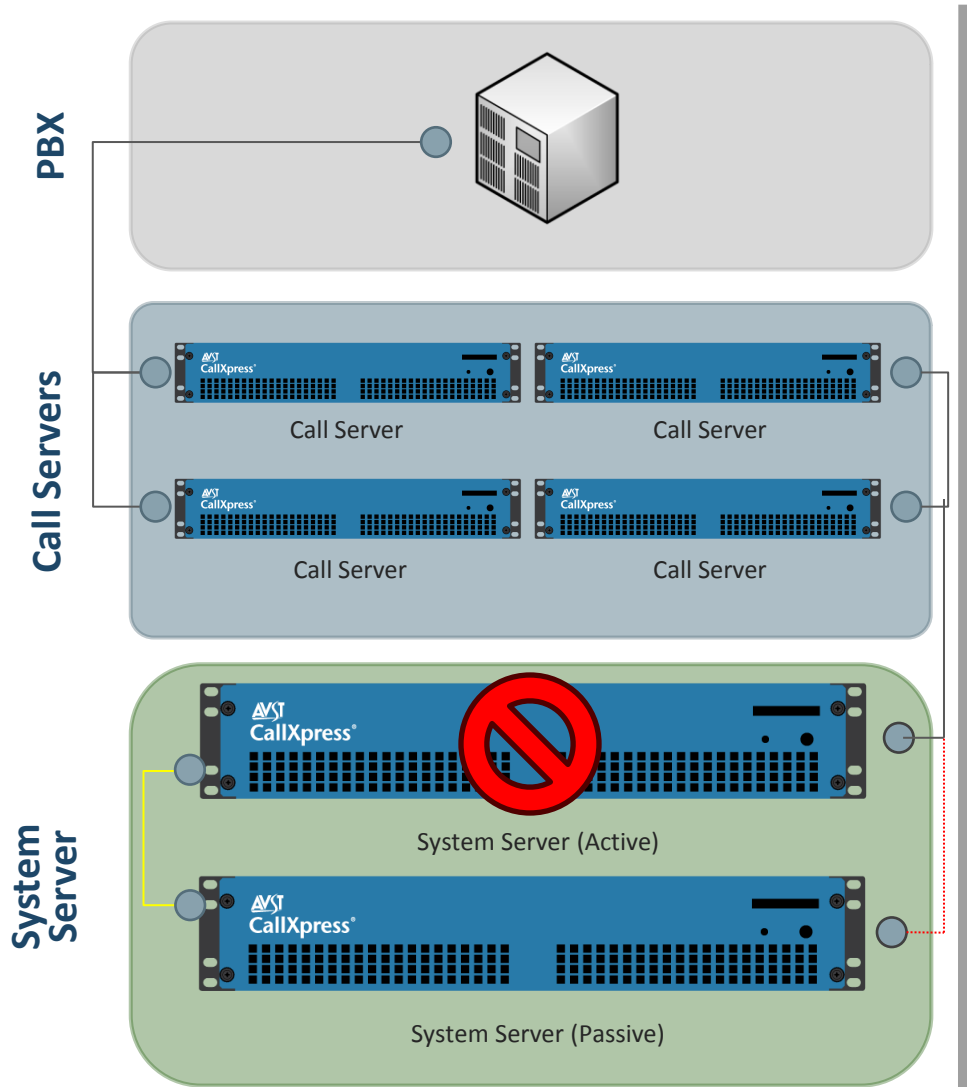


Scenario

- **System Server Failure**

Functionality	Impact
Voice & Fax Messaging	Affected
Auto Attendant	None
IVR	None
Personal Assistant	None
Callouts	Affected
Administration	Affected
Capacity	None

Distributed Architecture (HA)

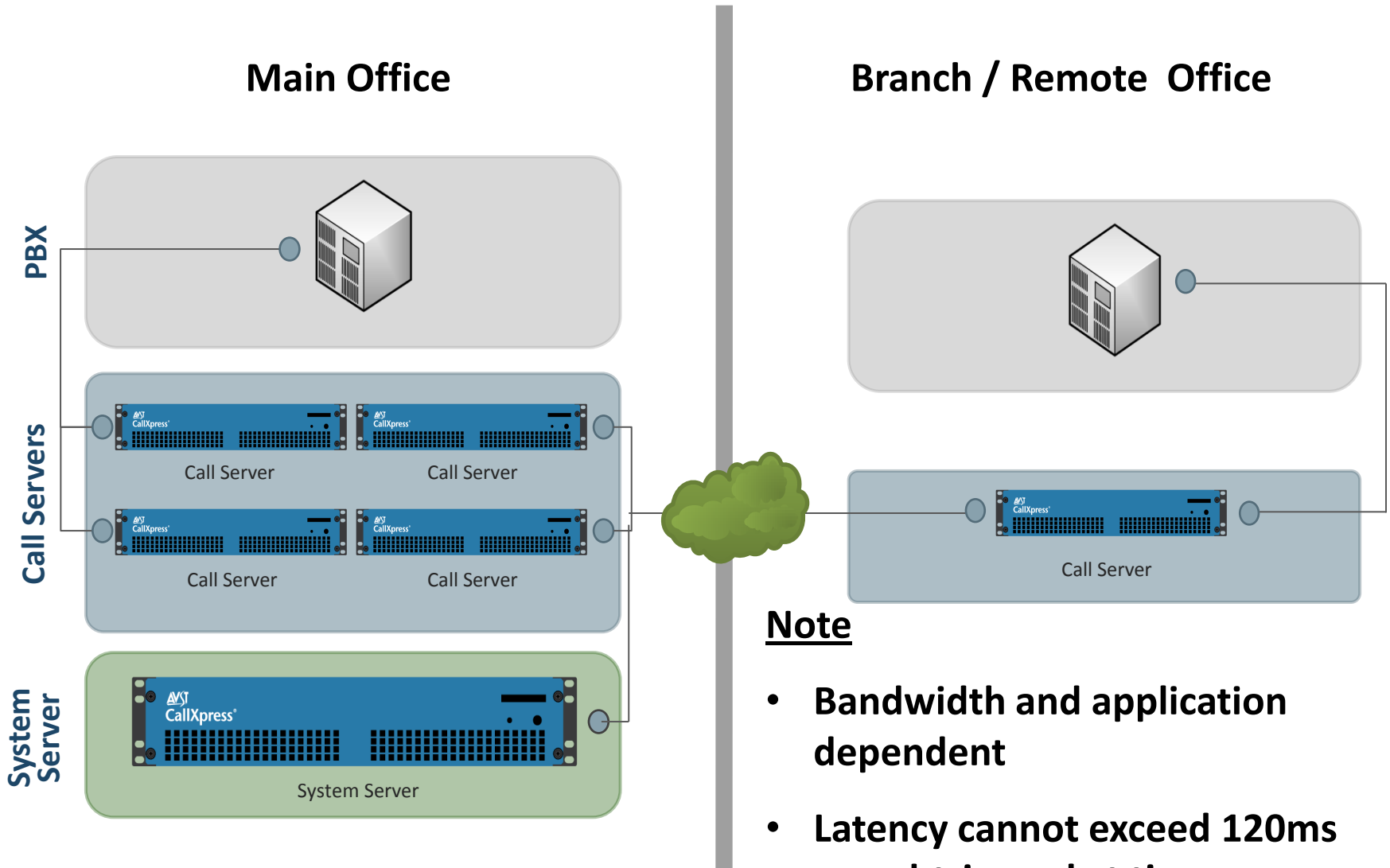


Scenario

- **System Server Failure (High Availability)**

Functionality	Impact
Voice & Fax Messaging	None
Auto Attendant	None
IVR	None
Personal Assistant	None
Callouts	None
Administration	None
Capacity	None
SS Failover (Active/Passive)	3 – 6 Minutes

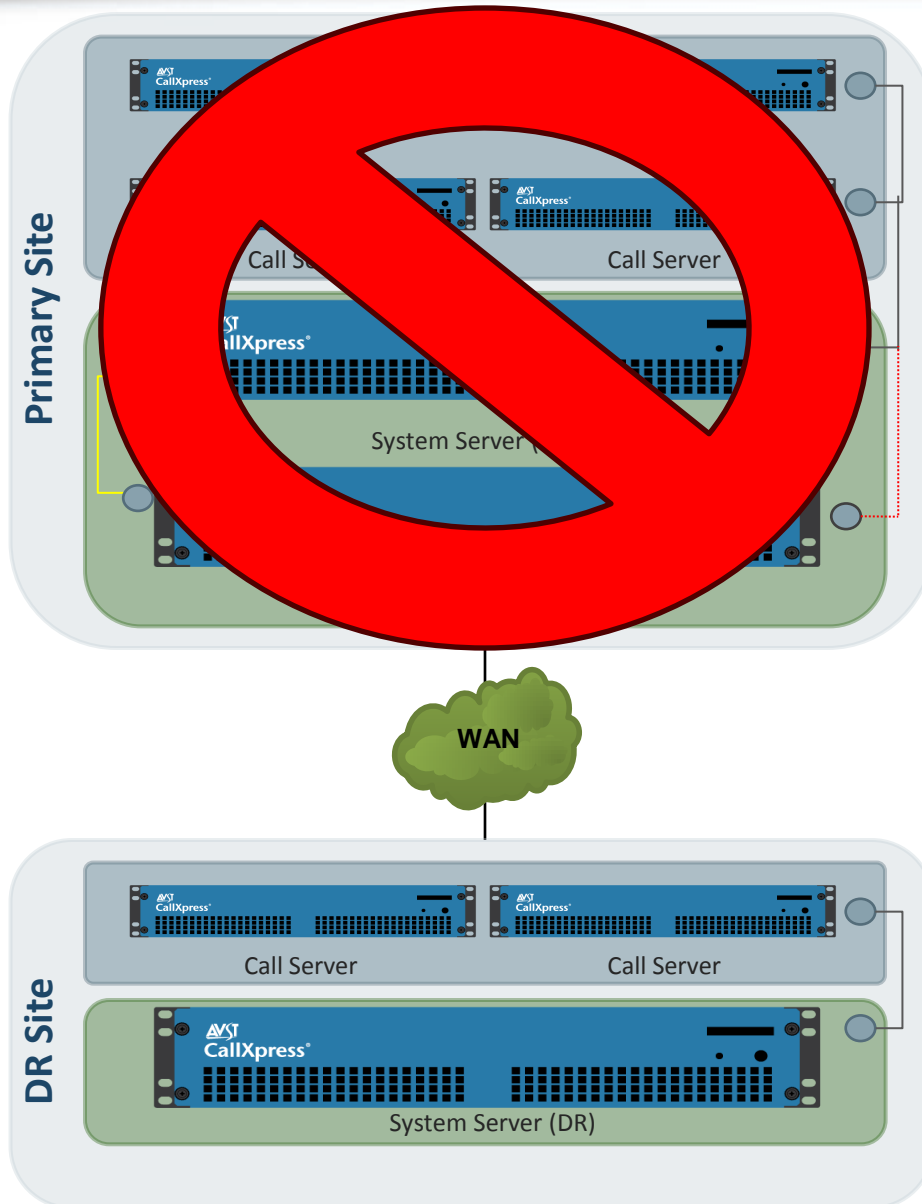
Distributed Architecture



Note

- Bandwidth and application dependent
- Latency cannot exceed 120ms round-trip packet time

Distributed Architecture (DR)

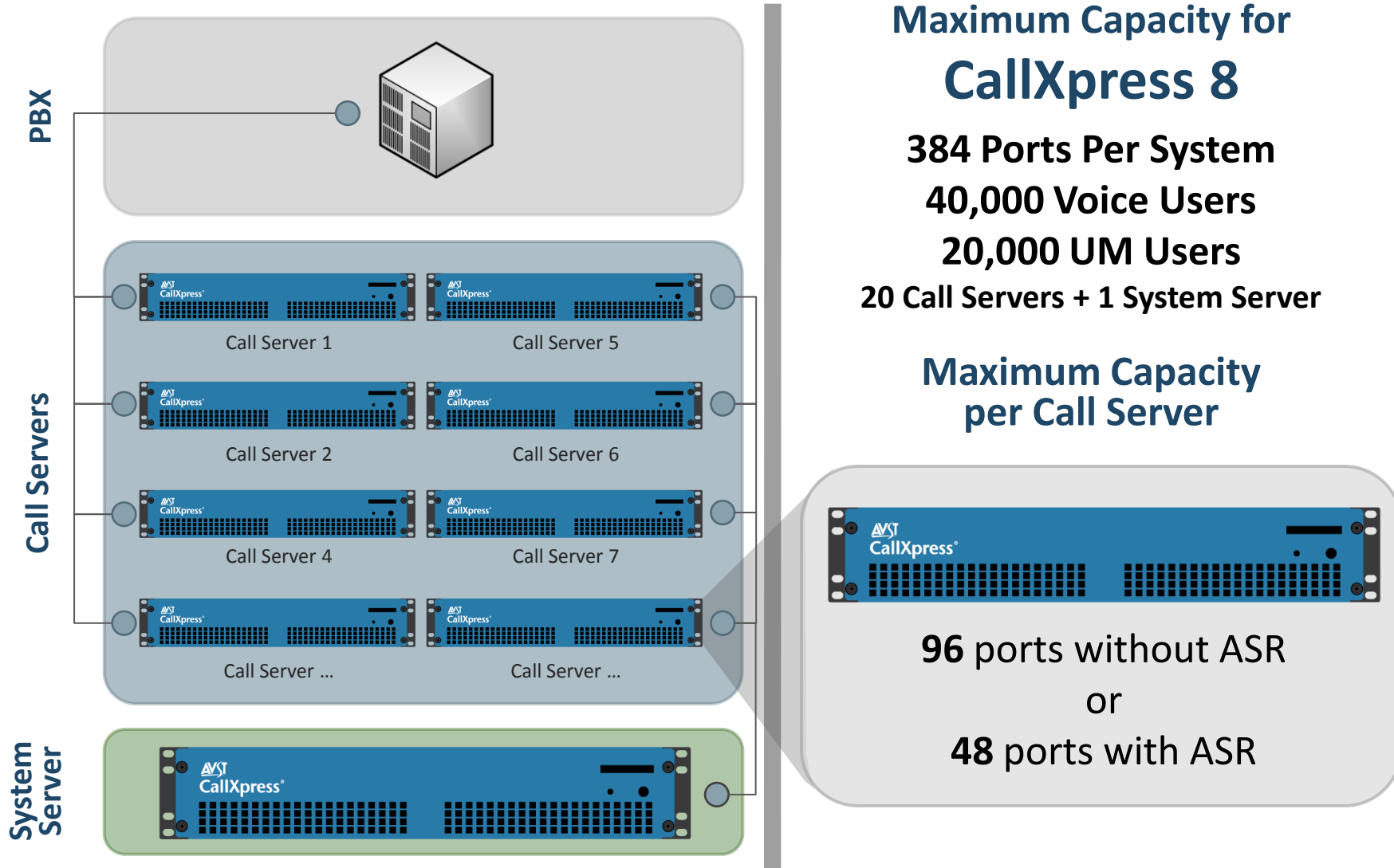


Scenario

- **Site Failure
(Disaster Recovery)**

Functionality	Impact
Voice & Fax Messaging	None
Auto Attendant	None
IVR	None
Personal Assistant	None
Callouts	None
Administration	None
Capacity	None
SS Failover (Disaster Recovery)	15+ Minutes

Maximum Capacity



Deployment Options for Resiliency

Multi-Server
Architecture

CALL SERVER

CALL SERVER

SYSTEM SERVER

Multi-Server with
Neverfail High Availability

CALL SERVER

CALL SERVER

SYSTEM SERVER

SYSTEM SERVER
High Availability

Multi-Server with
Neverfail Disaster Recovery

CALL SERVER

CALL SERVER

SYSTEM SERVER

CALL SERVER

CALL SERVER

SYSTEM SERVER
Disaster Recovery

Multi-Server with
Neverfail High Availability
and Disaster Recovery

CALL SERVER

CALL SERVER

SYSTEM SERVER

SYSTEM SERVER
High Availability

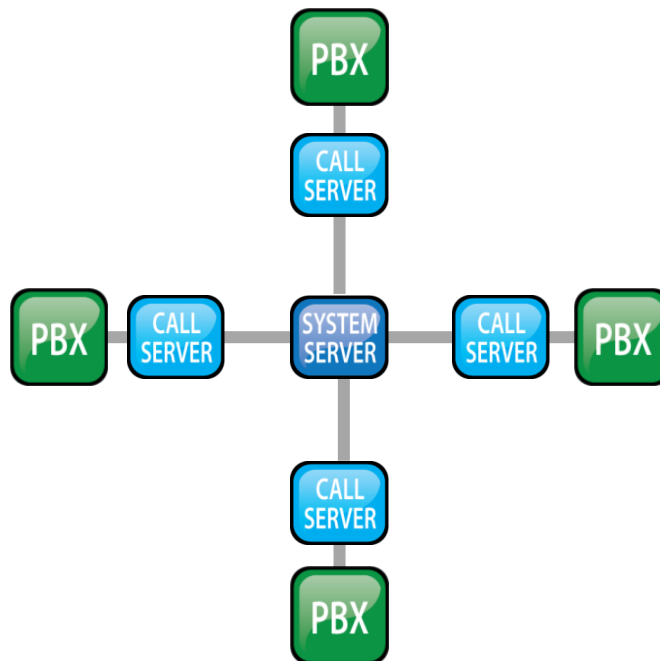
CALL SERVER

CALL SERVER

SYSTEM SERVER
Disaster Recovery

Centralized Messaging with CallXpress 8

Distributed Multi-Server Architecture for Survivability

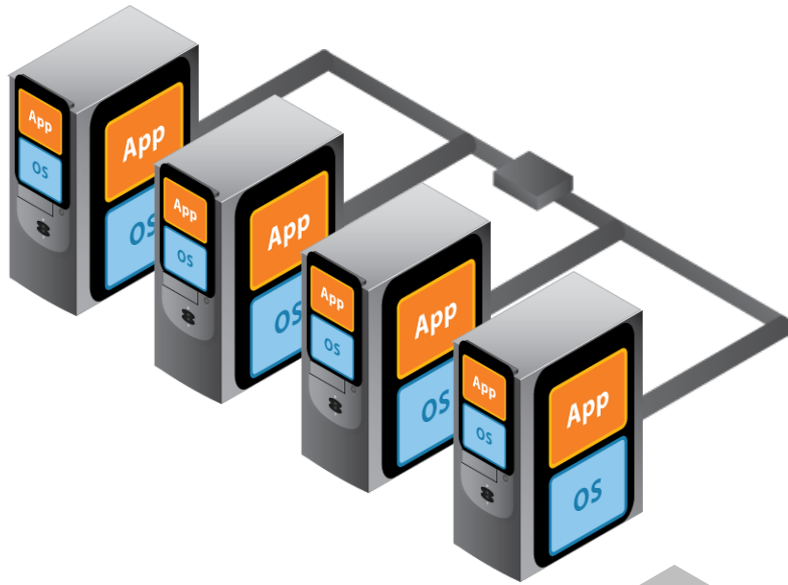


Independent of PBX Networking

Centralized Features

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

Virtualization



Virtual Machine
VMware vSphere 4 (ESXi)



CallXpress Applications that run on Virtual Machines include:

- Call Servers
- Web PhoneManager
- Message Cache Manager
- Integrated Client Access
- Digital Networking
- Fax over IP

Provides Server Consolidation and Quick Data Recovery

Administration



- ▶ Single Administration Interface
- ▶ Global User Administration
- ▶ Networking
- ▶ Active Directory MMC Snap In
- ▶ Message Archiving
- ▶ Virtualization

Why AVST?



INTEROPERABILITY

Interoperability


Uniquely enables an enterprise to economically integrate UC solutions across a rapidly evolving infrastructure



FUNCTIONALITY

Functionality

Best-in-Class feature set on a highly resilient open standard platform; three decades of continuous development



MOBILITY

Mobility

Intelligent mobile feature set available on any device to enhance operational effectiveness to the mobile workforce



EXTENSIBILITY

Extensibility

UCConnect[®] provides the tools to create a new level of business process automation (CEBP)



Thank You

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