



NEWS RELEASE

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InfoPlus (A Bristol Capital Company) Solution Now Rated “Avaya Compliant”

- *InfoPlus Communications Support Services are compatible with key Avaya IP telephony and contact center solutions*
- *Helps Avaya channel partners to reduce their operating costs, improve service, add value to customer engagements and create market differentiation. In addition, InfoPlus offers enterprise users advanced system management and reporting tools – consistent across both the Avaya and former Nortel platforms - that help them to control costs and proactively manage the communications infrastructure.*

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Montvale, N.J. — InfoPlus, a leading ASP serving the communications marketplace, today announced that its InfoPlus Services Portfolio is compliant with key telephony solutions from Avaya, a leading global provider of business communications applications, systems and services.

InfoPlus' information-driven tools help businesses control telecommunications costs and proactively manage their communications infrastructure across both Avaya and former Nortel platforms. The company also offers solutions for channel partners that help to streamline internal business processes, reduce operating costs and create market differentiation. The services are compliance-tested by Avaya for compatibility with: Avaya Aura™ Communication Manager 5.2.

“InfoPlus Services are both Avaya-compliant and consistent across the former Nortel and Avaya platforms. This facilitates the integration of Avaya’s service delivery solutions and enables channel partners to acquire cross-platform expertise” Larry Posner, CEO – InfoPlus.

One of the companies benefiting from the interoperability of the InfoPlus Services Portfolio and Avaya solutions is Empire Technologies, an Avaya channel partner.

“Each new client at Empire receives an InfoPlus SourceBook as a standard offering. Delivering this information in such a comprehensive format pleases them every time. We also refer to the SourceBook internally which provides our engineers and project managers an invaluable view of client systems” Craig Forand, Vice President of Operations - Empire Technologies.

InfoPlus is a member of the Avaya DevConnect program—an initiative to develop, market and sell innovative third-party products that interoperate with Avaya technology and extend the value of a company’s investment in its network.

As a Gold member of the program, InfoPlus is eligible to submit products for compatibility testing by the Avaya Solution Interoperability and Test Lab. There, a team of Avaya engineers develops a comprehensive test plan for each application to verify whether it is Avaya compliant. Doing so ensures businesses can confidently add best-in-class capabilities to their network without having to replace their existing infrastructure—speeding deployment of new applications and reducing both network complexity and implementation costs.

“Companies like InfoPlus are expanding the choices available to Avaya customers,” said Eric Rossman, vice president, developer relations, Avaya. “With a broad selection of standards-based solutions that are compliance-tested for interoperability, businesses can use communications strategically in their operations and make critical information readily available to both clients and employees.”

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. For more information on the Avaya DevConnect program, visit www.avaya.com/devconnect.

About InfoPlus

For more than twenty years, InfoPlus (a Bristol Capital Company) has led the communications industry in developing hosted, information-driven solutions for Avaya channel partners and the enterprise users they support. The company was founded with the vision of combining technology, automation, a flexible delivery model and decades of industry knowledge into services that turn raw communications system data into user-friendly information. The information we provide helps our clients to reduce costs, improve service, make smarter business decisions, solve problems and generate revenue. InfoPlus' services address all of the major areas of communications management including Inventory, Configuration, Performance, Security and Backup. With a client base that comprises the industry's most prestigious service providers as well as 25% of the Fortune 500, the company's services touch more than 35,000 communications systems around the world. For more information about InfoPlus, visit www.infoplusonline.com.