

PRODUCT
BRIEF

Avaya and Bristol Capital Outsourced CPE Vendor Support Services

How can vendors effectively manage communications systems on a customer's premises – while increasing revenue and reducing operating costs?

Bristol Capital, Inc., a Gold-level member in the Avaya DevConnect program, meets this need with InfoPlus PBX Support Services. InfoPlus Services are outsourced customer premises equipment (CPE) vendor support solutions that address key areas of private branch exchange (PBX) management. An industry-leading remote service bureau, Bristol Capital uses proprietary technology and decades of industry experience to provide CPE vendors with the tools they need.

InfoPlus Services are offered as hosted applications. To perform the services, Bristol Capital initiates a download of customer PBX data using a dial-up modem connection or an IP connection to an available PBX port. Bristol Capital uses its own equipment, software and personnel resources to collect, analyze and produce the data. No additional hardware or software is required at the PBX location. Finished reports, studies and data are delivered electronically via a secure, password-protected web portal accessible by the end users and their vendors or service providers.

InfoPlus Services works with Avaya Communication Manager, an open, scalable, and highly reliable telephony solution. Communication Manager provides centralized call control for a resilient, distributed network of media gateways and a wide range of analog, digital and IP-based communication devices.

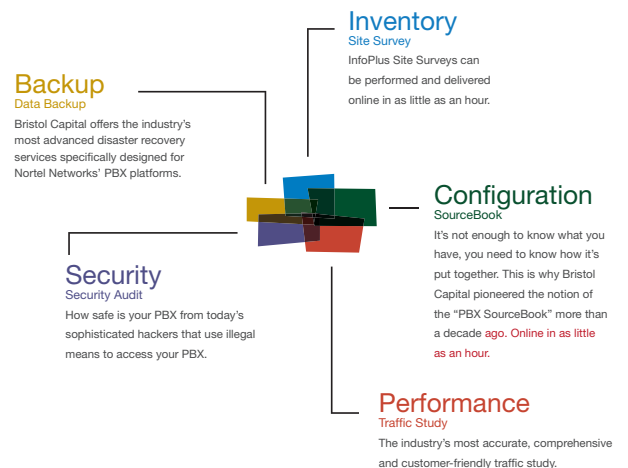
Features

InfoPlus Services include:

- **Site Surveys** – Automate the costly, labor-intensive, process of performing site surveys
- **SourceBooks** – Include complete graphical and textual snapshots of PBX systems
- **Traffic Studies** – Provide information that is easy to understand while focusing on the business needs of CPE vendors
- **Security Services** – Include two services dedicated to PBX security and fraud detection
- **Backup Services** – Enable vendors to protect customers' PBX data

InfoPlus Services provide CPE vendors with the tools they need to:

- **Gain** unprecedented control over their installed base
- **Become** more proactive and less reactive
- **Quickly** identify and capitalize on customer upgrade opportunities
- **Help** improve service while reducing operating costs
- **Provide** service on emerging Voice over IP (VoIP) platforms long before their personnel have been trained
- **Improve** maintenance renewal rates and survey accuracy
- **Generate** new high-margin revenue streams
- **Extend** geographical reach without adding headcount



In addition, InfoPlus Services help end users:

- **Gain** unprecedented control over their PBX networks
- **Reduce** their telecommunications costs
- **Extend** service capabilities and geographical reach without adding headcount
- **Maintain** their PBX systems more efficiently

- **Bring** their PBX equipment into compliance with their organization's disaster recovery policies
- **Isolate** capacity issues and allocate resources where needed
- **Manage** multiple PBX systems using a single, consistent web-based database
- **Proactively** identify conflicts and programming issues before they affect service

ABOUT DEVCONNECT

The DevConnect Program is a comprehensive set of innovative sales, support, marketing and services programs through which Avaya works with members to develop and promote their products and solutions that interoperate with Avaya solutions.

For more information, visit DevConnect at www.avaya.com/devconnect.

System Requirements

To produce InfoPlus Services, Bristol Capital requires remote access via dial-up modem or via IP connection to the Avaya Communication Manager.

About Bristol Capital

Formed in 1991 and recognized for a significant number of industry "firsts," Bristol Capital continues to move the industry towards improved, knowledge-based PBX/VoIP servicing. Bristol Capital's suite of InfoPlus PBX Management Services includes several applications that address key areas of PBX management ranging from capacity planning and system security to remote disaster recovery and customized software migrations. Bristol Capital also offers a robust portfolio of CPE vendor support solutions and provides private-label, outsourcing programs for many of the industry's largest equipment and service providers. The company's headquarters are located in Montvale, New Jersey.

For more information, visit www.infoplusonline.com.

About Avaya

Avaya delivers Intelligent Communications solutions that help companies transform their businesses to achieve marketplace advantage. More than 1 million businesses worldwide, including more than 90 percent of the FORTUNE 500®, use Avaya solutions for IP Telephony, Unified Communications, Contact Centers and Communications Enabled Business Processes. Avaya Global Services provides comprehensive service and support for companies, small to large.

For more information visit the Avaya Web site: www.avaya.com.

For more information on how Avaya Intelligent Communications can take your enterprise from where it is to where it needs to be, contact your Avaya Client Executive or a member of the Avaya Authorized BusinessPartner program, or access other collaterals by clicking on **Resource Type** under "**Do Your Research**" at www.avaya.com.