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Why businesses are choosing Avaya Cloud Office

The Best Communication Solutions
are the Simplest Ones

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UCaaS adoption is growing

By 2021, 90% of IT leaders will be turning away from purchasing premise-based UC infrastructure in favour of cloud UC solutions - up from 50% today. Future cloud UC offerings will deliver greater features, functionality, portals, analytics and dashboards.*

The stats stack up*

35% the share of the market for on-premise PBX platforms will drop to by 2023

80% of businesses use or plan to use Cloud technologies

21% of the UCaaS market is predicted to grow by 2022 across EMEA

44% decline in premise-based UC deployments versus the total UC&C mix in 2018

80% of call centre managers now seriously considering moving to the cloud

*Sources: Gartner and MZA 'The Global Telecommunications Market' Migration to the Cloud & Cloud Go To Market

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Simplify your communications so you can focus on your business

Business survival is paramount

To survive businesses need to:

• drive revenue

• delight customers

• ensure employees are productive

Keeping all these plates spinning is challenging enough without the additional challenge of poor communications.

Avaya Cloud Office can enhance how businesses communicate with their customers, partners and across the organisation by simplifying the way they call, chat, meet and collaborate.

Communications in a safe pair of hands

If all these capabilities sound like a lot to manage, don't worry – Avaya Cloud Office takes care of that. The public cloud solution from Avaya makes it easy:

• Avaya will keep the solution updated and secure with the latest releases so you don't need to lift a finger

• Avaya Cloud Office's flexibility makes it easy to expand as your business grows – in people or locations.

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Gain control of communications

Avaya Cloud Office places your business, and your users, in control of their communications, and delivers a unified communications experience that's intuitive to use and accessible from:

- a phone
- a browser
- any mobile device

From a single interface it is possible to:

- chat with colleagues
- make and receive calls
- plan and join meetings
- collaborate with screen sharing and video
- keep teams on-task with file sharing, task management and virtual team rooms

Allowing everyone to easily share and stay up-to-date.

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Bringing communications into the 21st Century

Voice is no longer the only way—or even the preferred option—to stay in touch with customers and colleagues. Instead, chat/Instant Messaging (IM), often begins an interaction that may escalate into an audio, video, or content sharing session. The reality is your business, your employees and customers expect more. You need a seamless and intuitive communications experience that fits into how you work, instead of changing the way you work—helping people stay in touch on their device of choice as they move throughout their day.

Avaya Cloud Office creates a portal for communications, allowing people to quickly transition to the mode that's exactly right for them at any moment. One click is all it takes to start a call, join a meeting, contribute to a team chat or share content.

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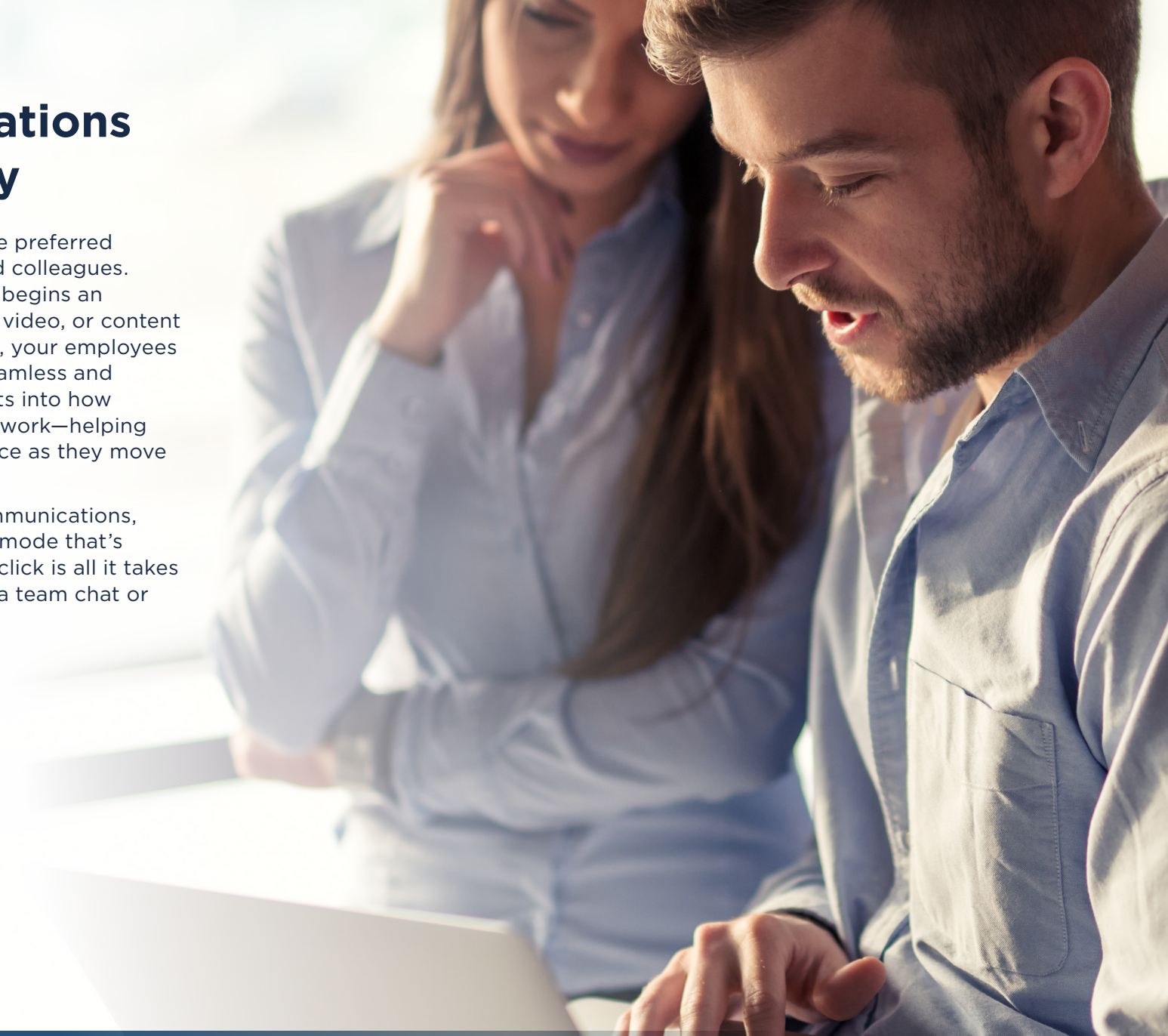
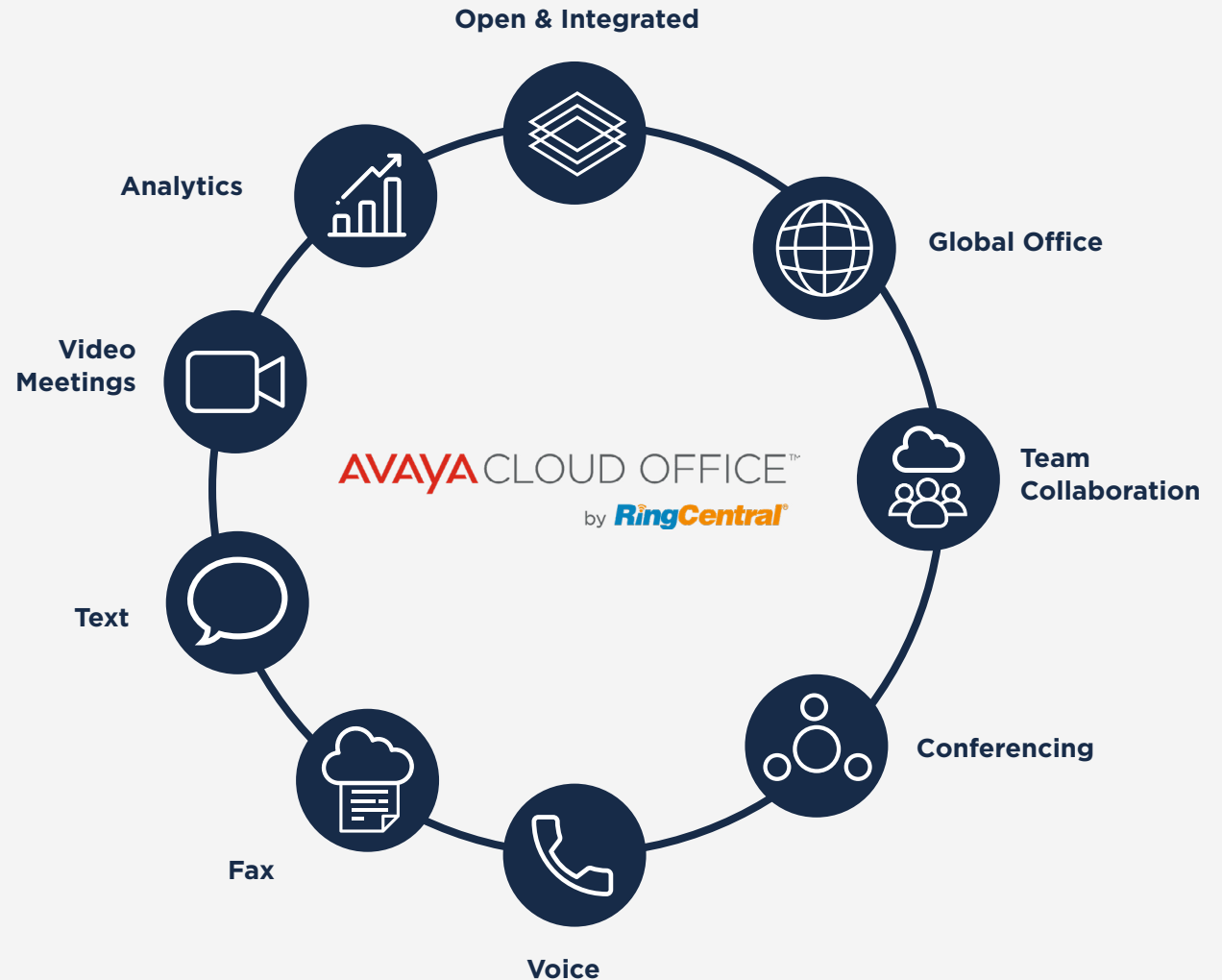# Unifying communications across the enterprise

Avaya Cloud Office provides a single solution for all your communication needs:

- calling
- chat
- meetings and collaboration
- file and desktop sharing
- task management
- application integration

View the video to get an insight of why Avaya Cloud Office is the best UCaaS solution.

https://www.youtube.com/watch?v=X87wpIBPXqM

Open & Integrated

Analytics

Global Office

Video Meetings

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Team Collaboration

Text

Conferencing

Fax

Voice

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Reduce costs and simplify conferencing services with integrated meetings

With Avaya Cloud Office, there's no need to pay for separate meeting services. Your business will enjoy unlimited audio and video conferencing with up to 500 participants (video conferencing) or 1,000 participants (audio conferencing). It allows sharing of screen and files with colleagues, integration of existing conference room systems and creation of impactful webinar experiences for large audiences.

One number does it all

With Avaya Cloud Office, one number does it all – voice, fax and multimedia messages all come to a single number. Ensuring communications are easy to manage, easy to control, and easy to see at a glance. And you will always know what's going on even if you can't pick up, through instant notifications for voice and fax messages via email or the Avaya Cloud Office app.

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Secure, reliable communications for your critical business needs

The Avaya Cloud Office's platform ensures you receive the security, reliability and coverage you need to move your business forward. Enterprise-grade capabilities like multiple, globally distributed data centres, enterprise single sign-on, and flexible role and permissions for administrators ensure critical business communications remain secure and available when you need them.

Understand communications. Understand business

You can take the guesswork out of understanding how communications work at your business as Avaya Cloud Office comes complete with an up-to-the hour advanced call management system and analytics. It provides built-in reports or the ability to create bespoke dashboards with over 30 Key Performance Indicators (KPIs). You will be able to understand such metrics as utilisation, missed calls, time to answer, refused calls, meeting frequency, and system Quality of Service (QoS).

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Integrations that make sense

Your business will rely on a variety of different tools to get work done every day: desktop apps, workflow automation, and customer relationship management from vendors such as Google, Salesforce, Oracle and Microsoft. With Avaya Cloud Office, you can integrate those apps with your communications, creating a seamless experience that eliminates the need to switch between applications. Simple, intuitive and fast. It lets you get more done.
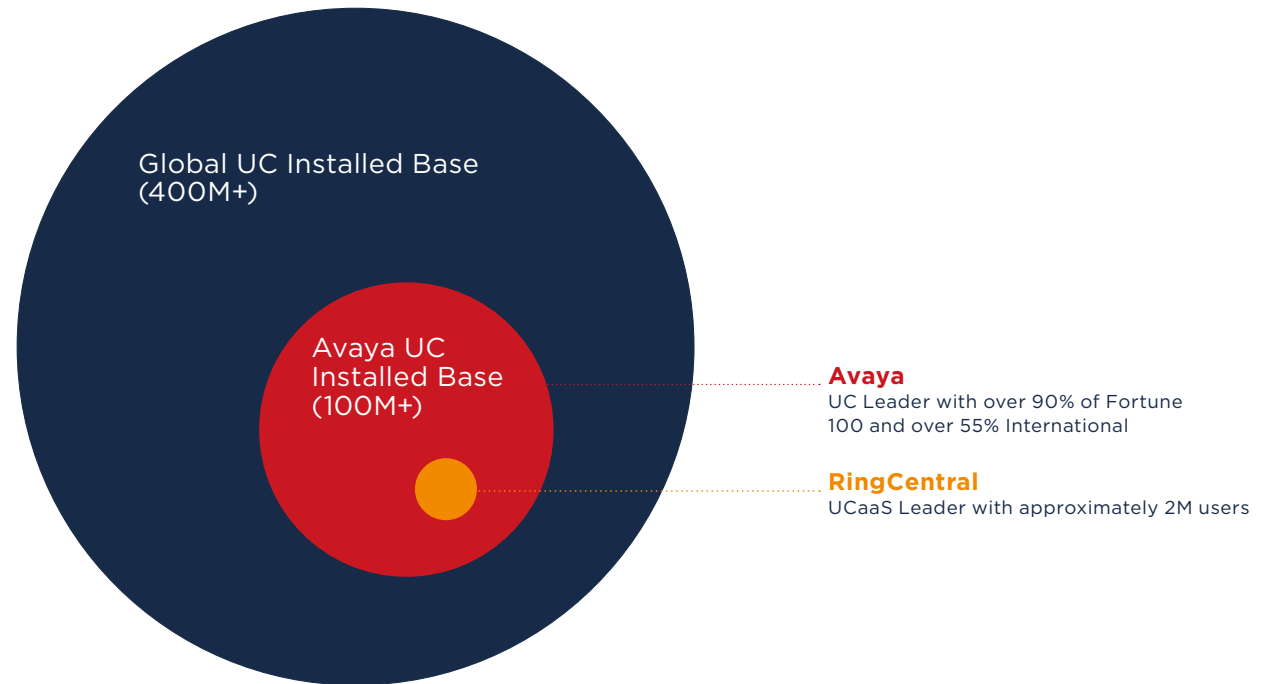
ORACLE®

Google

salesforce

zendesk®

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Go beyond

With Avaya Cloud Office, your business will be able to go beyond voice communications to a world where multi-media collaboration brings unprecedented productivity to your users and unprecedented responsiveness to your customers. Flexible, easy to use, feature rich, mobile friendly and backed by Avaya's award-winning support and Westcon's know-how, Avaya Cloud Office is available today to simplify your communications so you can focus on driving your business forward.

Delivering cloud solutions to a Large UC installed base

Global UC Installed Base
(400M+)

Avaya UC
Installed Base
(100M+)

Avaya
UC Leader with over 90% of Fortune
100 and over 55% International

RingCentral
UCaaS Leader with approximately 2M users

Why Avaya?

Businesses are built on the experiences they provide and every day millions of those experiences are built by Avaya (NYSE:AVYA). For over one hundred years, Avaya have enabled organisations around the globe to win—by creating intelligent communications experiences for customers and employees. Avaya builds open, converged and innovative solutions.

Why RingCentral?

RingCentral work with customers to reimagine the world of business communications and collaboration. This relentless passion to innovate has made RingCentral the #1 cloud communications provider worldwide. RingCentral have created a flexible, cost-effective cloud communications and collaboration solutions that delivers the ideal workplace, where business can be done more efficiently and effectively. From an all-in-one cloud phone system with team messaging and video conferencing to a complete contact centre and more, RingCentral builds solutions for every business, no matter how big or small.

https://www.ringcentral.com/whyringcentral/awards.html

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Why Evology?

We take both Digital Transformation and Customer Experience seriously. It's why we're here.

At Evology, we provide businesses with the tools they need to digitally transform their operation and level up their customer experience capability.

Our 70+ years combined experience in delivering digital transformation and customer experience technologies, enable us to guide you through the change process while providing real world insight on how best to delight your clients.

We can help you understand the benefits of moving from an on-premises solution to Unified Communications in the cloud (UcaaS) and provide additional wrap-around services such as Contact Centre working, AI & Automation and Security to protect your remote workers, internal networks and the cloud.

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Contact Us

Contact us at **info@evology.co.uk** or visit our website **www.evology.co.uk**.

One of our Unified Communications team will be happy to help guide you through the solution in more detail.

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