

# COMMUNICATIONS CONVERGENCE

January 2002

2002 PRODUCTS OF THE YEAR

## AVAYA'S IP OFFICE

Avaya's (Basking Ridge, NJ — 908-953-6000, [www.avaya.com](http://www.avaya.com)) IP Office is for small businesses that demand more from convergence than just a single wire to the desk. IP Office is truly an office-in-a-box, combining a 100-station voice system (supports Definity 6400 series phones), an eight-port router-hub for data networking, and a T1/PRI WAN interface. But the Office is not just about hardware. Avaya has bundled it with Compact Business Center, a 75-agent ACD, and Integrated Messaging, which synchronizes voice and fax with Microsoft Exchange. Avaya lets this software reside on the Office rather than requiring, as other vendors do, a separate NT-server to run business applications. There's also an integrated H.323 gateway, so when small businesses are ready to take advantage of VoIP, they can link up Avaya's IP phones.

And Avaya's IP Office isn't just for small businesses — it works for larger organizations, too. Avaya Office's support of open-standard Q.SIG networking lets a branch office communicate with the main office PBX, regardless of whether it's an Avaya system or someone else's.

— *Andy Green*

