



# **AVST 2009/10**

## **Nortel Investment Protection Program**

# HAS THE FLURRY OF NORTEL'S RECENT TURBULENCE GIVEN YOU COLD FEET?

## Replacing a Nortel® communications system is no small matter.

Choosing the next vendor to rebuild a communications infrastructure can be extremely challenging. CallXpress® from AVST breaks the ice by enabling you to implement Unified Communications capabilities today and transition your PBX at your own pace. Discover how the Nortel Investment Protection Program can help you to safely navigate through your migration and overcome that frozen feeling.

CallXpress provides unprecedented interoperability and delivers advanced call processing, voicemail, unified messaging, personal assistant, fax, speech and notification capabilities. With CallXpress, an organization can protect and extend its existing data and telephony infrastructure investment — now and into the future.

**FUTURE  
PROOF**

**NORTEL  
INVESTMENT  
PROTECTION  
PROGRAM**

Future Proof incentives  
for all Nortel customers

### **STIMULUS PACKAGE PRICING**

Don't Delay! Every CallXpress system is now discounted for a limited time. CallXpress includes advanced call processing and voicemail functionality, plus 50 unified messaging and personal assistant user licenses.

### **MINIMIZE USER RE-TRAINING WITH A FREE ALTERNATE TUI**

Select from a variety of alternate Telephone User Interfaces (TUI) that mimic the Nortel Meridian Mail, Octel® and other popular first generation voicemail systems — a \$3,520 value.

### **FREE ON-LINE ADMINISTRATOR TRAINING COURSE**

Administrators can quickly learn to configure and maintain their CallXpress systems in this self-paced web training course — a \$600 value.

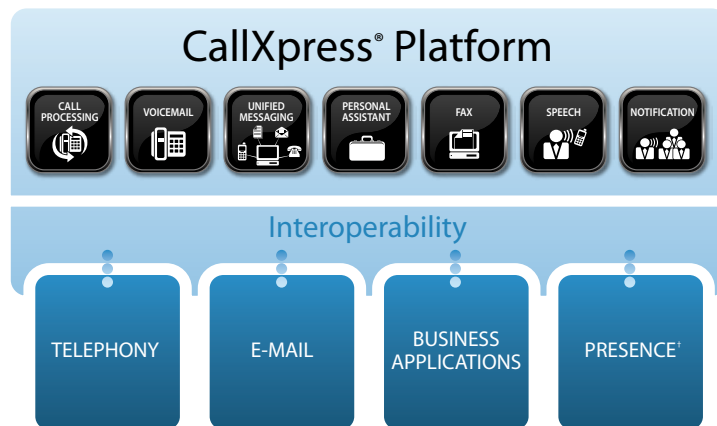
### **PLUS OUR FUTURE PROOFING GUARANTEE**

We understand the PBX you have today might not be the one you have tomorrow. Our Future Proofing Guarantee provides a free PBX software integration when you are ready to transition to IP or planning a change to your existing switch.



## Nortel Investment Protection Program

Replacing your Nortel® communications system is no small matter. Choosing the next vendor to rebuild your communications infrastructure can be extremely challenging. But done right, the technology you invest in today can grow with you in the future. Discover how CallXpress provides a Future Proof migration strategy for replacing your Nortel voicemail system. CallXpress provides unprecedented interoperability and delivers advanced call processing, voicemail, unified messaging, personal assistant, fax, speech and notification capabilities. With CallXpress, an organization can protect and extend its existing data and telephony infrastructure investment — now and into the future.



### STEP 1

#### Step 1: Protect and Extend Your Existing Nortel PBX Investments

Now more than ever, it's important to invest in applications that can support your existing Nortel circuit-switched PBX solution and IP-PBX solution, as well as the solution you choose in the future. While you can't afford not to think about your future Nortel replacement strategy, performing a massive technology refresh overnight is probably not an option. CallXpress facilitates a painless migration with the following benefits:

- Name your telephony system — CallXpress integrates with it. CallXpress offers the broadest interoperability of any enterprise class solution with over 250 TDM, IP-PBX, and Centrex integrations to Nortel, Avaya®, Alcatel®, Cisco®, NEC®, Siemens®, Mitel® and more.
- AVST offers a Future Proofing Guarantee. We understand the PBX you have today might not be the one you have tomorrow. Our Future Proofing Guarantee provides a free PBX software integration when you are ready to transition to IP or planning a change to your existing switch.
- CallXpress uniquely supports up to 10 different telephony integrations on a CallXpress system.

### STEP 2

#### Step 2: Select a Reliable and Proven Solution

Customer loyalty is one reason why CallXpress has such a long history. First introduced nearly 30 years ago, and continuously developed to incorporate new technology, CallXpress offers the most complete messaging feature set to today's organizations. AVST has a relentless pursuit of quality with the agility to respond quickly to customers' needs. As a result, CallXpress was recently ranked as the #1 primary voicemail system most in use.

AVST's experience includes:

- Nearly 30 years developing Voicemail and Call Processing solutions
- Over 15 years developing Unified Messaging solutions
- Over 10 years developing Speech solutions
- Extensive network of worldwide resellers
- Supporting thousands of platforms deployed worldwide with over 10 million end users

**10  
MILLION  
USERS**

**"CallXpress ranked #1 as the primary voicemail system most used."**

Source: Respondents to Voice Report's 2009 National PBX Survey

\*Integration into popular enterprise presence servers coming soon.



STEP  
3

## Step 3: Invest in a Replacement that Delivers a Strong ROI

Look for a replacement to your current voicemail system that offers a flexible solution for integrating, automating and improving your business processes. CallXpress was built to achieve maximum return on investment by:

- Minimizing training by mimicking the Telephone User Interface (TUI) of your Nortel Meridian Mail, Octel® Aria®, Octel Serenade®, and other popular first generation voicemail systems
- Leveraging the global administration capabilities of the CallXpress platform to reduce administrative cost
- Automating information delivery accessible to customers 24 x 7
- Allowing for customized IVR applications such as bank by phone, financial reporting, campus directory, 24-hour technical support line, and employee locator
- Providing notification to customers of timely information
- Intelligent routing of calls
- Streamlining message management through unified messaging



STEP  
4

## Step 4: Centralization and Consolidation

CallXpress fits all types of infrastructures. You might have one PBX and one voicemail system per physical site – or a centralized voicemail platform. Whether your telephony infrastructure is distributed, centralized or a hybrid of the two, CallXpress offers advantages over competitors' products by allowing you the flexibility to set up the system that works best for your company now and in the future.

**“CallXpress is cost effective, feature rich and integrates into any PBX I use today and in the future. No other solution on the market comes close!”**

Don Piercy  
Davidson College  
Telecommunication Analyst

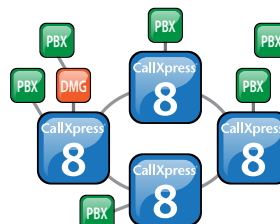
### CENTRALIZED VOICEMAIL



### DISTRIBUTED VOICEMAIL



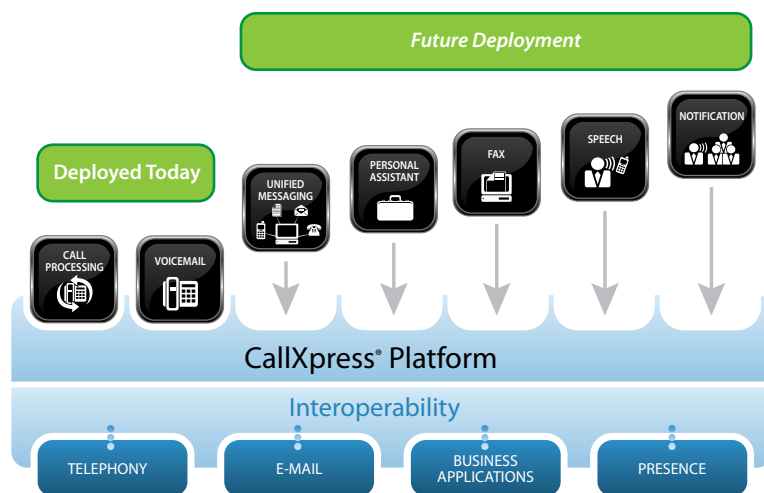
### MIXED ENVIRONMENT



STEP  
**5**

## Step 5: Built for UC Readiness

The CallXpress flexible “a la carte” licensing capabilities allow your organization to deploy advanced call processing and voicemail functionality today while activating future Unified Communications features such as unified messaging, notification, fax, speech, and personal assistant over time.



## AVST: The Future Proof Choice

AVST's focus and commitment to customers over the past three decades has been very simple: Deliver best of breed communication solutions that provide enterprises with the ability to protect and maximize their current and future voice and data infrastructure investments. As your Nortel communications infrastructure evolves, you can be assured that AVST has your future covered.



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