

AVAYA



**Communication Solutions
for Accounting Firms**



**IP Office—the “All-in-One” communications solution for
small and medium-size accounting firms**

IP Telephony

Contact Centers

Unified Communication

Services



Over 1 million businesses rely on Avaya solutions

Avaya helps you achieve your goals

Every small- and medium-sized accounting firm needs ways to reduce costs and improve the way it operates. Like every business, you're looking to keep all your clients, add new ones and grow at the pace that's right for you.

Avaya understands this. With over one hundred years of experience as a leader in communications, we know that the right solution for your business is one that helps you increase profitability, improve productivity and gain competitive advantages.

Get big business communication— at small business prices

Over one million businesses rely on Avaya solutions like Avaya IP Office—the award-winning business communications system that gives growing companies an

“all-in-one” solution for telephony, messaging, networking, conferencing, customer management and much more.

Growing businesses know they can rely on Avaya for big-business capabilities at small business prices. Avaya has an entire division focused on the needs of small- and medium-size businesses. We support extensive research into new technologies and standards. And we make it easy for businesses like yours to acquire our solutions by offering an array of financing options.

See what Avaya can do for you

You need a communications system—every accounting firm does. To find one that's right for your firm, start with Avaya. With solutions like IP Office, we're revolutionizing how small and medium businesses communicate. Now is the time to see what an Avaya solution can do for your business.

IP Office: The Right Solution for Today's Accounting Firm

1 What is it?

A solution for voice and data communications, messaging and customer management. Uses IP technology to deliver more functionality at a lower cost. Get all-in-one capabilities. Pay as you go.

2 How can I use it in my business?

To connect with colleagues and customers... simplify access to information... keep remote workers in touch. To save money through conferencing, networking, time/call management, Voice over IP and more.

3 What are my choices?

Does your business have one location? Multiple locations? Are you a branch office of a larger organization? A home office? With IP Office you can choose from a range of models and add capacity, applications and phones, as you need them. Whether you have 2 employees, 200 or more, IP Office is the right choice.





**Serving client needs...
simplifying remote
access to information...
tools to make you more
productive.**

In the frenzy of filing season...and at every other time..accountants can rely on Avaya IP Office for the communications capabilities they need to work as efficiently as possible.

Whether it's filing a routine tax return or preparing a complicated year-end audit, it's the accountant's job to get the numbers right and provide the paper trail to back it up.

Recent years have brought a wave of complexity to the centuries-old job of "balancing the books." Technology, new tax regulations and recent legislation such as Sarbanes-Oxley have all placed new demands and responsibilities on accountants.

To meet these challenges, many accountants are looking carefully at how their office communications solution can simplify the flow of information and keep people in touch. A communications system that helps accountants do their job faster, more effectively and more accurately is ultimately going to pay for itself through lower costs and greater revenue generation. That's the idea behind the integrated Avaya IP Office voice and data communications system.

Simplify access to information

Many accountants do most if not all of their work "out of the office"—often at the client. Working at home and

on weekends is a fact of life. But being out of the office shouldn't limit access to important information.

With its secure networking capabilities (i.e., built-in router, firewall), IP Office simplifies secure access to data servers, facilitating information retrieval from anywhere. And the unified messaging capabilities that are part of IP Office simplify the routing of faxes and emails. Now accountants can retrieve and forward information wherever needed, eliminating or at least reducing the number of documents they carry outside the office.

'Reach me anywhere'

IP Office not only increases access to critical information, it enables mobile professionals to take control of their communications. Instead of requiring everyone to guess what number to reach you at, IP Office lets you establish a "personal number" that automatically forwards calls to a mobile, home, or other phone. At any time you can change the setting to have calls forwarded somewhere else. IP Office will actually "recognize" you when you call in. You can screen out unimportant calls. You can even have phone calls and voice messages routed to you as email and play them back using a soundcard and an Avaya "softphone" interface on your laptop.

Conference easily, control costs

During group audits and those busy end-of-quarter/end-of-year periods when time is at a premium, IP Office helps make sure critical information gets circulated quickly.

Need to quickly set up a distribution list for voice mails and emails? The messaging capabilities of IP Office let you do it all through one interface.

Want the ability to set up impromptu conference calls? Use IP Office as your own private, secure conference bridge so everyone can conference on demand, regardless of their location, for faster coordination.

IP Office can eliminate the fees you pay to outside conferencing services. And in addition to the audio call, use IP Office Conferencing to broadcast documents on the Web. A firm that holds just a couple of one-hour conference calls a day with 4 participants (or more) can see a return on its investment in as little as 9-10 weeks (depending on location and provider fees.)

Easily manage your communications system

We know that growing companies have better things to do than administer their communications system—particularly if they have more than one office. With IP Office, you can manage the entire communication system from one location via a single web browser interface. That means you can manage multiple systems across multiple sites from one location. Add and delete

employees, change system settings and make it easy for employees to move from site to site and office to office. Avaya IP Office simplifies the job of managing multiple locations—formal offices, offices in a home, temporary work locations, etc.

Dealing with Sarbanes Oxley

The Sarbanes Oxley Act has many implications for the communications and information processes of accountants. The secure, standards-based capabilities of Avaya IP Office can help you ensure the integrity of your data and safeguard your infrastructure. For example, the ability to track and log e-mails, voicemails and faxes in association with a particular account will allow your firm to quickly assure that it acted appropriately and in accordance with the highest standards.

You can rely on Avaya

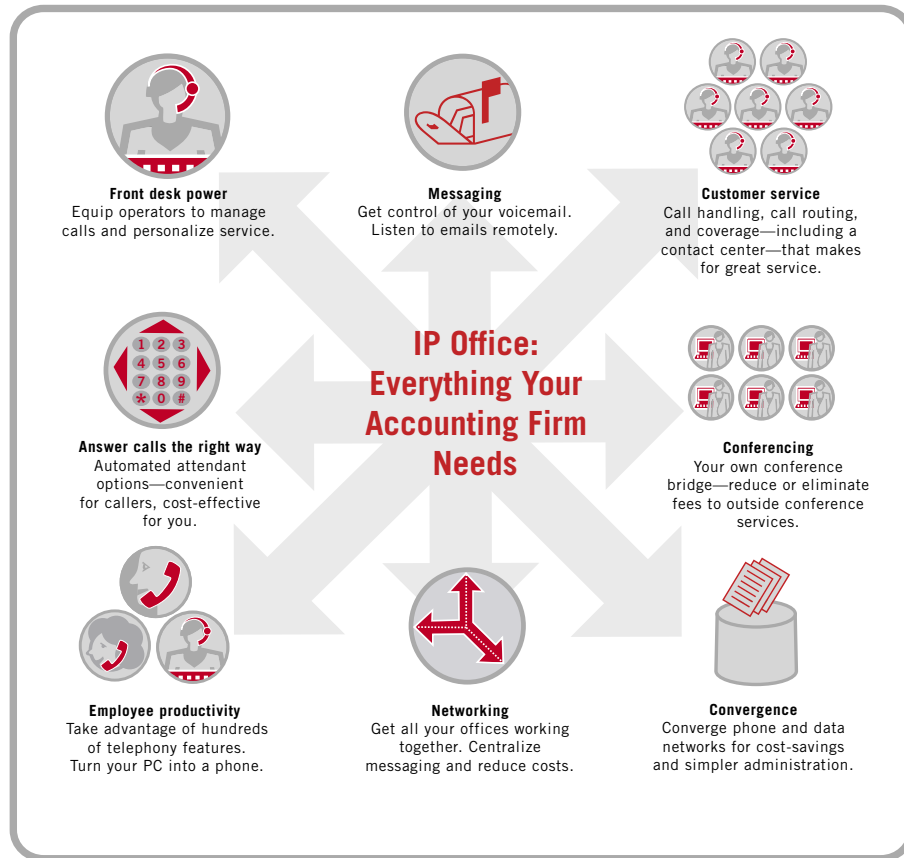
Avaya is a leader in providing small-and medium-size businesses with the communications systems, tools and services they need to achieve their business goals.

For more information about how Avaya solutions can benefit your accounting firm, contact your Avaya Client Executive or Authorized BusinessPartner today or visit us at www.avaya.com



See the value of IP Office

Want to know how much IP Office can help lower your communications costs? Use the IP Office Quick Calc tool at avaya.com/ipofficeroi It takes just a few moments to enter your firm's information and see the savings calculated online. See your Authorized Avaya Representative for how you can save even more with our financing offers.



You Have Questions...Avaya Has Answers

Does my current phone system give my firm what it needs?

If it is based on old technology, probably not. Your competitors may be faster and more professional. IP Office delivers the capabilities that allow you to overtake the competition.

Do I need to understand the technology to implement it?

No. IP Office is designed specifically to give you more functionality without making more demands on your resources. Rely on your Avaya BusinessPartner for the support you need before, during and after your purchase. We'll take care of you so you don't have to worry.

Do I need to spend a lot to get the latest technology?

Not at all. You have choices based on your budget needs. Easy leasing or financing plans not only make this affordable; they help you quickly cut monthly expenses immediately. And you only have to buy/lease what you need, when you need it.

Is IP technology reliable for my needs?

With over 35,000 systems deployed worldwide (Avaya is #1 in IP Telephony shipments), Avaya IP Office has the track record businesses like yours can rely on.

Can my firm use IP Office as just a phone system?

Absolutely. Start by taking advantage of the many telephony features IP Office provides and add advanced capabilities as you need them via a simple upgrade.

I have old systems but am adding an office. Should I consider the new technology?

Not only would this be a way for you to experience the rich functionality of the latest communications applications, but we may be able to network with your existing equipment, as well as provide a gradual migration plan for your other locations.

How quickly can I get up and running?

Just say "when"—an authorized Avaya BusinessPartner can tailor a solution to your needs and your budget.

Avaya IP Office at a glance



The right model for your business	With several models to choose from, there's an IP Office to meet your needs.
Ready to grow	Capacities: 2-360 extensions; up to 192 lines; 96/120 T1/E1 lines
Call handling and messaging	Get 24-hour support for callers/customers without a 24-hour staff. IP Office has a range of messaging, auto attendant and Interactive Voice Response (IVR) capabilities. Integrate messaging and advanced call handling into your customer service operations. Handle voice mail and e-mail in a single mailbox.
Communication with customers	Set up a formal or informal customer service center with voice, e-mail and Web chat. Integrate your customer data base into your call handling. Manage the quality of your customer interactions
Work anywhere	Give your employees all the communications capabilities they have at the office whether they are working from home, a hotel or a remote office.
A complete conferencing solution	Don't pay any more fees to outside conferencing service providers. Get Web- and audio-based conferencing that are easy to set up and use.
Secure, converged communications	Use IP Office as a secure router with a built-in firewall/VPN. Route voice calls over a managed Internet service (VoIP) and pocket the savings.
Simple administration	Windows-based, menu-driven tools cut the time and expense of administration.

About Avaya

Avaya enables businesses to achieve superior results by designing, building and managing their communications networks. Over one million businesses worldwide, including more than 90 percent of the FORTUNE 500®, rely on Avaya solutions and services to enhance value, improve productivity and gain competitive advantage.

Focused on enterprises large to small, Avaya is a world leader in secure and reliable IP telephony systems, communications software applications and full life-cycle services. Driving the convergence of voice and data communications with business applications – and distinguished by comprehensive worldwide services – Avaya helps customers leverage existing and new networks to unlock value and enhance business performance.



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- Contact Centers
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- Services

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