



Avaya™ IP Office solves communications challenge for Executive HR Partners

Executive HR Partners is a recruitment company providing services to small, medium and corporate clients in New South Wales. Moving out of a serviced office environment and into new premises presented the company with the challenge of finding new communications infrastructure suited to small and medium businesses (SMBs). Executive HR Partners turned to IPL Communication for help in finding a solution that was easy to manage, expandable and cost effective.

IPL Communication worked with Executive HR Partners to implement Avaya's telephony solution for SMBs, Avaya IP Office.

Because Executive HR Partners had limited experience in managing its own telephony and data requirements, the new communications infrastructure had to be easy to use, and maintain. The company needed a proven solution tailored to suit the demands of small business and flexible enough to grow with the business.

Designed specifically for the SMB market Avaya IP Office is capable of handling from two to 180 extensions. It is built on the framework of Avaya's latest converged voice and data technology, offering sophisticated communications benefits to SMBs.



Avaya's converged solution provides cost effective answer



IPL Communication worked with Executive HR Partners to implement Avaya IP Office, with an 8-expansion port and 6 digital handsets. The solution provides networking features, telephony services and a number of applications including voice mail, internet access and Avaya's softphone, allowing users to take calls through the IP softphone interface and a soundcard in their PCs. Other applications include integrated messaging, auto attendant to manage calls more efficiently and CRM tools ranging from basic call handling to full call centre functionality.

“We needed a communications solution that we wouldn’t outgrow - one that would enable us to expand our business easily, and cost effectively. Avaya IP Office is the solution that could do that.”

Raj Singh, managing director, Executive HR Partners

Avaya IP Office is being implemented instead of a traditional PBX system. Executive HR Partners will have the ability to migrate its network to incorporate full IP telephony. Using these capabilities, Executive HR Partners will be able to take advantage of the networking features previously only available to large enterprises. Raj Singh, managing director, Executive HR Partners said that Avaya IP Office was the solution that could meet the business needs now and into the future.


"Our business is concentrating on providing HR services throughout New South Wales at the moment, however we have plans to expand nationally," said Mr Singh. "We needed a communications solution that we wouldn't outgrow - one that would enable us to expand our business easily, and cost effectively. Avaya IP Office is the solution that could do that."

Future growth plans played a vital role in the decision to choose Avaya IP Office as its networking features cater for multiple sites and remote workers, whilst maintaining one central management point.

"A significant benefit for Executive HR Partners is the ability to bring more branches online quickly, easily and cost effectively as the business grows," Mr Singh said.

Learn More

To find out how Avaya IP Office can enhance your communications solutions, please contact your Avaya Authorized BusinessPartner or Avaya Client Executive, or visit avaya.com/smallmidbusiness.

<p>About Avaya</p> <p>Avaya enables businesses to achieve superior results by designing, building and managing their communications networks. More than one million businesses worldwide, including 90 percent of the FORTUNE 500®, rely on Avaya solutions and services to enhance value, improve productivity and gain competitive advantage.</p>	<p>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.</p>		
<p>IP Telephony</p>	<p>Contact Centers</p>	<p>Unified Communication</p>	<p>Services</p>

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