



Engage **The Power of We™**

# Avaya Aura® Virtualized Environment

Avaya Team and Customer Engagement applications for VMware® environments

## Overview

Active participation, pervasive collaboration and quality experiences define the new Era of Engagement for today's enterprises. Getting together with customers, coworkers, and suppliers is no longer enough. Employees need tools to take an active role in creating value, delighting customers and engaging colleagues in flexible interactions that deliver business results. To enable this transformative, people-centric engagement, Avaya has developed the Avaya Aura® Platform – a set of seamless components that mesh together to provide comprehensive team and customer engagement solutions that deliver a meaningful impact to your business.

The Avaya Aura® Virtualized Environment provides a complete stack of Avaya applications as a vAppliance for VMware®. Customers provide their own server hardware and VMware environment and then add the Avaya applications they need to create their own unique solution.

## Real-time applications and the virtualized network

Virtualization is changing the enterprise infrastructure environment, providing the ability to run multiple applications on a single server. This reduced hardware footprint model offers multiple advantages in terms of power consumption and cooling, system management, deployment flexibility and reliability and redundancy options.

Avaya has extended these benefits into the world of real-time communications applications by offering the Avaya Aura®

Virtualized Environment which encompasses virtualization for a growing list of Avaya applications, including all of the core components of the Avaya Aura® Platform.

## Virtualization and the Era of Engagement

Business communications requirements are evolving rapidly towards the Era of Engagement. Competitive pressures, new demographics, and changing business models are all driving businesses to move beyond voice communication to active

### Avaya Aura® Virtualized Environment advantages:

- Easy expansion of existing Avaya Aura installations to extend scale and features
- Migration to latest release level without additional Avaya appliances
- Support for legacy equipment as well as SIP based infrastructure
- Comprehensive list of supported applications for Team and Customer Engagement solutions



\*VMware is a registered trademark of VMware, Inc.

## Flexible deployment options

- Avaya applications can be deployed on Avaya Common Servers, as VMware supported software on customer provided servers and on the turnkey Avaya Collaboration Pod
- Resource specifications can be scaled to meet individual user configurations
- The VMware architecture enables managed movement of Avaya applications to meet requirements for maintenance, administration, support, traffic, and emergencies

participation, pervasive collaboration and quality experiences enabled by presence, IM, video, mobile applications, support for bring your own device (BYOD) and web-conferencing. While many see the benefits of these capabilities, they remain uncertain as to how they should be deployed.

Avaya sees the virtualization of team and customer engagement solutions as an essential enabler of this new landscape. To cope with accelerating demands, network solutions need to be simpler, more open, more flexible, yet reliable and secure. They have to reduce the time needed for new service introductions on platforms flexible enough to accommodate new applications and user needs quickly. What hasn't changed is the need for the network to deliver redundancy for high availability and fault tolerance and the ongoing demands to drive down capital, operating, and energy expenses.

Virtualization addresses many of these needs by helping to improve productivity, reduce upkeep and costs, provide better security and control, and permit rapid adoption of innovative services.

## Avaya Aura Virtualized Environment

Traditionally, Avaya solutions have been sold as individual appliances, with Avaya providing both the software and hardware for each solution. Avaya Aura Virtualized Environment now offers another deployment option for Avaya customers. For customers that have a VMware infrastructure, Avaya Aura Virtualized Environment provides an opportunity to move to the next releases of team and customer engagement solutions using their own VMware infrastructure. For customers who need to add more capacity or new

applications, it supports flexible expansion of the complete stack of Avaya applications. And for customers who want to migrate from legacy platforms to the latest team and customer engagement solutions, the Avaya Aura Virtualized Environment provides a hardware efficient, cost effective, simplified platform to enable Avaya's latest solutions.

## Key Customer Benefits:

- Complete integration with VMware tools such as vCenter
- Close adherence to VMware concepts and methodologies such as vMotion
- Reduced hardware costs, simpler maintenance and administration
- The ability to install and administer Avaya applications, virtualized on existing VMware infrastructures, and then expand as needed without investing in additional servers.
- Continued support for flexible deployment options for Avaya applications: software only, hardware appliances, turn-key Collaboration Pod.
- Cost effective migration from legacy systems to the latest releases of Avaya solutions opening the door to the latest team and customer engagement capabilities including mobility, video, conferencing, multimedia messaging and omni-channel customer contact.
- Managed movement of Avaya applications as virtual machines for maintenance, administration, support, traffic, and emergencies

## The flexibility of a virtualized environment with Avaya Aura® reliability

Avaya Aura Virtualized Environment supports the latest releases of Avaya applications. It offers full Avaya Aura Communication Manager, Session Manager and System Manager redundancy options such as survivable core, active-active redundancy and geo-redundancy but with the flexibility and management options inherent in a VMware virtualized solution. Avaya Aura Virtualized Environment now also supports more resource options for installation in any enterprise, small or large. With a more flexible resource specification, the enterprise can select the number of users to be supported and then allocate only the virtualized resources that are needed. This permits better utilization of virtual resources and even more effective savings in energy and rack space. But even with more efficient use of VMware resources, every Avaya Aura Virtualized Environment installation still offers full Avaya Aura functionality and a complete solution for business collaboration. For deployment of the Avaya core virtualized applications onto an existing VMware infrastructure, Avaya offers the Avaya Virtual Application Manager. This is a virtualized application, compatible with vSphere 5.x, that provides a simple, easy-to-use, management interface for installing OVA files and maintaining Avaya Aura® virtualized applications.

Avaya will continue to offer the server based solution for the Avaya Aura Platform in addition to the VMware compatible vAppliance approach. And, if needed with specific customer implementations, the two

deployment options can be combined, mixing server applications and virtualized applications for a complete solution.

## Support for VMware vCenter tools

The VMware management system, vCenter, can also be used to install the Avaya Aura vAppliances onto the VMware virtualized servers. Additionally Avaya Aura on VMware is compatible with key VMware vCenter tools such as vMotion, Snapshot and VMware High Availability.

Avaya applications for VMware are installed by downloading the Avaya Aura application OVA files (Avaya Aura app plus OS) using the Product Licensing and Delivery System (PLDS). Each OVA file contains:

- Application software and operating system
- Pre-installed VMware tools for deployment on VMware
- Preset configuration details for:
  - » RAM, CPU, and storage reservations
  - » NIC

## Avaya Aura Virtualized Environment Use Cases

Avaya Aura applications supported by VMware offer advantages to both new and existing Avaya customers. Costs for expanding both users and applications can be reduced, more flexible options can be offered in terms of software, appliance or complete turn-key solutions and hosted alternatives are made more economical while still offering enterprise level features.

Expansion and upgrade of existing Avaya Aura installations

- Reduced footprint expansion of Avaya Aura applications
- Cost effective upgrades for mobile and video collaboration features
- Core platforms migration to support latest Avaya Conferencing and Avaya Messaging solutions

Virtualized turn-key solutions for private and public cloud offerings

- Collaboration Pod with turn key virtualized servers supporting team engagement solutions, storage and networking
- Simple deployment of team and customer engagement solutions for enterprise expansion, cloud based collaboration
- Cost effective model for providing Avaya Aura collaboration in hosted model
- Virtualization reduces hardware requirement, enhanced reliability and redundancy options

## Learn More

For more information about Avaya Aura Virtualized Environment, contact your Avaya Account Manager or Avaya Authorized Partner. Or visit us on [avaya.com](http://avaya.com).

## About Avaya

Avaya is a leading, global provider of customer and team engagement solutions and services available in a variety of flexible on-premise and cloud deployment options. Avaya's fabric-based networking solutions help simplify and accelerate the deployment of business critical applications and services. For more information, please visit [www.avaya.com](http://www.avaya.com).

## Avaya Applications Supported on VMware:

### Team Engagement: Avaya Aura Platform

- Avaya Aura® Communication Manager
- Avaya Aura® Session Manager
- Avaya Aura® System Manager
- Avaya Aura® Presence Services
- Avaya Aura® Media Server
- Avaya Engagement Development Platform
- Avaya Aura® Application Enablement Services
- Avaya Virtual Application Manager
- Avaya Utility Services
- Avaya WebLM
- Avaya Secure Access Link
- Avaya Diagnostic Server

### Team Engagement Applications

- Avaya Aura® Messaging
- Avaya Scopia® Management
- Avaya Identity Engines
- Avaya Aura® Communication Manager Messaging
- Avaya Aura® Conferencing
- Avaya Session Border Controller for Enterprise

### Customer Engagement

- Avaya Call Center Elite
- Avaya Experience Portal
- Avaya Call Management System
- Avaya Aura Call Center Elite Multichannel
- Avaya Aura® Contact Center
- Avaya Contact Center Control Manager



Core applications take a major step forward in the deployment of real time collaboration with the integration of VMware virtualized server architecture.

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