

## Life after Avaya: The Six Biggest Benefits of Moving to 8x8 Virtual Office



Avaya has filed for bankruptcy. And while this may initially come as bad news for companies that rely on Avaya for their communications, it is also an opportunity. What can your business achieve beyond your current Avaya systems? What does the cloud offer your business that Avaya never could?

8x8 Virtual Office is a cloud-based business communications platform that goes anywhere. Gartner named us a leader in their Magic Quadrant for Unified Communications as a Service—for five consecutive years—so you're providing your users a leading solution. But 8x8 Virtual Office also lightens the load for IT managers and system administrators, freeing your IT department to take on even bigger business challenges.

With many Avaya products now reaching the end of their support lives, now is an ideal time to assess your alternatives. Here are six reasons smart organizations are moving off their current Avaya system and upgrading to 8x8 cloud-based communications:

### 1. Say goodbye to aging hardware

Avaya communications run on an array of on-premises servers and gateways. That used to mean an upfront capital expenditure for hardware and software when you needed to buy, install, operate, update, and eventually upgrade or replace. This often required data center site preparation and even expansion to provide space, power, cabling, and network connections. And high-availability and disaster recovery requirements further increased cost and complexity.

On-premises systems usually require more configuration and customization, so implementation takes months. And, of course, it's another set of boxes, operating systems, and applications your IT staff must manage. You're paying upfront for benefits you hope accrue over the years.

8x8 Virtual Office is a completely cloud-based solution that requires no onsite hardware other than desk telephones. (You don't even need those if you use Virtual Office Desktop and Virtual Office Mobile applications.) You will avoid that cumbersome capital budget process and upfront expenditure. And since there's no more hardware to install and support, your internal costs are lower too. Virtual Office implementation takes days or weeks, so you reap the benefits your business wants sooner, and you match spending to the value delivered by the solution.

## 2. Never perform a communications hardware or software upgrade again

As software and hardware needs changed, on-premises systems had to be updated or physically replaced, otherwise, you couldn't take advantage of new features, and they could eventually fall into an unsupportable state. If you had a network of systems comprising your unified communications strategy, you also had to coordinate the upgrade across multiple sites and geographies.

With 8x8 Virtual Office, we do it for you—seamlessly and without disruption to your service. That not only assures your users have the latest features, it also keeps your IT team focused on solving the next business problem rather than babysitting the last one.

## 3. Improve business processes with prebuilt CRM integrations

With Avaya, integration with CRM solutions was complicated and required customization to work in your environment. That meant professional services or development projects—increasing cost, effort, and risk.

8x8 Virtual Office includes pre-built integrations with leading CRM solutions—like Salesforce, NetSuite, and Zendesk. 8x8's integrations bring the best information into every customer interaction, and it does it out-of-the-box without the need for extensive and costly professional services.

## 4. Provide more consistent and unified communications services

To deliver the full set of user services, Avaya provided multiple soft clients: Scopia Mobile and Desktop, Avaya Communicator for Mobile and Desktop and Avaya one-X Mobile. Functionality across these products varied, producing inconsistent user experiences and resulting in end-user confusion that drove up support calls and cost.

8x8 Virtual Office provides a single, all-in-one mobile/desktop application for accessing and managing all communications services: voice, IM and presence, peer-to-peer video, messaging, and audio, web, and video collaboration.

There's only one app for users to install. It's easier for them to understand and use the services, so it's easier and less costly for you to enable and support them.

## 5. Gain built in reliability, security, and compliance

With Avaya servers and gateways, reliability, security, and compliance were always up to you. You planned and designed the system to meet your security and business continuity needs, and you had to verify that it complied with applicable corporate, industry, and government regulations.

8x8 Virtual Office is third-party validated for compliance with industry and government standards including the Health Insurance Portability and Accountability Act (HIPAA), the U.S. Federal Information Security Management Act (FISMA), and the UK government Cyber Essentials controls. We've also received a UK government Authority to Operate (ATO), one of the highest levels of security and compliance certifications.

8x8 has 12 redundant data centers around the world, a service level agreement offering 99.99% network uptime, and last year we provided our customers network uptime of 99.997%.

## 6. Trust in our proven track record of growth and innovation and our stable, predictable future

Avaya's unified communications, networking, and contact center customers face an uncertain future. It's been widely reported that, in order to discharge an estimated \$6 billion in debt, Avaya has filed chapter 11 bankruptcy. How will that affect continued innovation and support for their existing customers? That's unknown.

On the other hand, more than 47,000 companies rely on 8x8 for their communications needs, and we've continued to grow year after year. Businesses like yours are seeing not only the cost-savings, but the opportunity cloud can provide—from easily and seamlessly expanding employees, locations, and capabilities to eliminating lengthy implementations and costly hardware upgrades. The cloud is the next step. See what it can enable for your business.

The cloud is the future for unified communications. Why continue to invest in legacy ...on-premises hardware and software—and the implementation, customization, and support costs that go with it? 8x8 takes the headache out of communications, providing a verified, reliable, and secure solution with the features and services your users need. Pay just for what you use, and scale usage and cost up or down as your business needs dictate.

8x8's Virtual Office is a smarter, more flexible way to provide the experience your users want while making your business—and your IT organization—more efficient, competitive, and agile. Save your capital and IT resources for solving the next strategic business problem. Isn't that what your business expects?



For more information, call **1.866.913.7684** or visit [www.8x8.com](http://www.8x8.com)

