

Avaya Agile Communication Environment™

Delivering Communications-Enabled Business Applications and Processes Easily and Rapidly

Avaya Agile Communication Environment™ (ACE) delivers communications-enabled applications (CEA) and business processes (CEBP) rapidly and simply through a suite of packaged applications and developer toolkits. Applications that would have taken weeks or months to develop by specialist telecommunications developers can now be created easily by IT developers in a matter of days. Organizations can improve business agility and competitiveness by using Avaya ACE™ to integrate communications with people-dependant business applications and processes.



Packaged applications can provide fast return on investment through integration with business applications, such as mobile and desktop communications-enabled applications, hot desking, and event notification and response. Avaya ACE also targets the large IT developer community through a powerful toolkit consisting of Web service application programming interfaces (APIs) that conform to open service-oriented architecture (SOA) frameworks for rapid and easy business application integration. Avaya ACE also abstracts and controls Avaya Aura™ unified communications services and multi-vendor network and communication services using a set of pre-written communication server adapters. Avaya ACE appeals to any enterprise seeking to accelerate business processes through streamlined communications and collaboration. It adheres to a customer-driven agile development process that delivers new functionality every few months based on lead customer demand.

Key Features and Benefits

Create custom applications in days instead of months

Members of the large IT developer community can quickly and easily build communications-enabled custom applications using an extensive list of Web services APIs and packaged adapters on Avaya ACE. Expertise with different communication system protocols is not necessary.

Organizations have seen development time fall from months to a few days for projects that involve integration of communications with business applications. See the Avaya ACE Developer Toolkit Fact Sheet for more details on the Web service API's spanning multi-vendor audio and video "click-to-call" control, conferencing control, presence, call history, call forwarding, message drop and message blast, text to speech synthesis using AudioCall playTextMessage, and terminal location.

Packaged applications deliver immediate value

Avaya ACE packaged applications provide plug-and-play functionality with immediate business benefits and opportunity for fast return on investment. Packaged applications include Avaya ACE™ Web Browser Add-in, Avaya ACE™ Microsoft Office Add-in, Avaya ACE™ Microsoft Office Communications Server Integration, Avaya ACE™ IBM Lotus Sametime Integration, Avaya ACE™ Hot Desking, Avaya ACE™ Mobile Cost Optimizer, and Avaya ACE™ Event Response Manager. See these Fact Sheets for more detailed information.

Avoid rip-and-replace by leveraging existing communications infrastructure

Avaya ACE communication server adapters interface with a variety of multi-vendor network and communications infrastructures for abstraction and control in the business applications layer. Organizations, therefore, can leverage their existing infrastructures and reduce the costs of replacing equipment. Avaya ACE also acts as a single integration point so that applications do not need to be rewritten each time a piece of communications infrastructure is upgraded.

Avaya ACE™ Architecture

Avaya ACE™ is a software based middleware solution, architecturally sitting between the business application and network communication layers. The application layer comprises the set of SOA-based web services available for business software integration. The network communications layer includes a wide range of Avaya and multi-vendor communications servers and systems. Avaya ACE integrates to the network communications layer through a range of open and vendor proprietary adapters.

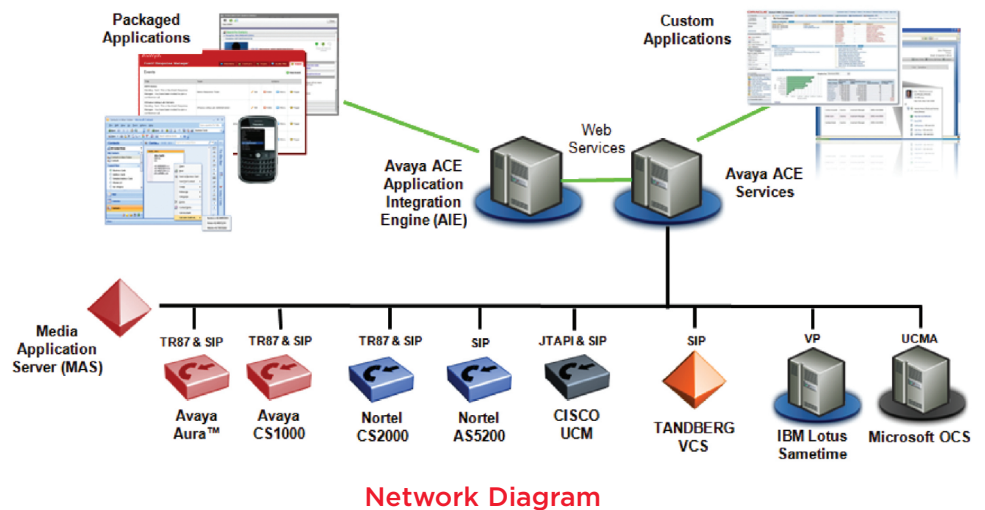
Avaya ACE™ Services

Avaya ACE leverages a SOA programming style to offer communications services as separate, modular and open Web service building blocks. This enables application developers to combine services, without worrying about the underlying architecture. Avaya ACE services include communications capabilities, such as click-to-call, audio call, video call, location and presence. Avaya ACE also offers the ability to combine Web services with logic to meet

specific business needs; for example, supply management, web portals, and alerts/notifications. Clients invoke Avaya ACE enabled features through Web based applications and processes. Avaya ACE requests from the application network are mapped to a specific Web Services Description Language (WSDL). This design enables simple and rapid integration in the customer's existing infrastructure to create communications-enabled applications and business processes (CEA/CEBP)

Avaya ACE™ Application Integration Engine (AIE)

The Avaya ACE™ Application Integration Engine (AIE) is software that hosts Avaya ACE packaged applications and supporting software components. Avaya ACE AIE exposes Avaya ACE Web services through simple APIs built on REpresentational State Transfer (REST) design principles. Web application developers can invoke RESTful API operations to communications-enable Web applications or business processes within their environment without requiring detailed knowledge of underlying communication network implementation or pro-



ocols. Avaya ACE AIE provides a single point of access for Avaya ACE packaged applications.

Supported Protocols

- Web service APIs - SOAP, REST
- Transport - HTTP, HTTPS, SSL
- Signaling control – SIP, TR-87, JTAPI, H.323, Avaya CS 1000 MLS, IBM Virtual Places, Microsoft UC Managed API

Supported Systems

- Avaya Aura™ Communication Manager (w/SES 5.1 and AES 4.2)

- Avaya Communication Server 1000 (4.5 w/CTI patches, 5.0, 5.5, 6.0)
- Avaya Multimedia Communication Server 5100
- Avaya Multimedia Conferencing (5.0, 6.0)
- Avaya Interactive Communications Portal (1.0.1)
- Cisco Unified Communications Manager (6.0, 7.0)
- Microsoft Office Communications Server (2007 R2 SE and EE)
- IBM Lotus Sametime (7.5.1 w/CF1, or 8.0.2)

- TANDBERG Videoconferencing Server (server: X2.0 or X4.1, client: F7.0 NTSC)

Scalability

- Approximately 5,000 users per server – Dependant on number of concurrent applications running.

Resiliency

- For high availability, ACE architecture supports the option of deploying a redundant standby server. In the event of a failure condition on the active server, a failover to the standby server occurs.

Specifications

Avaya ACE™ Software Platform Requirements

Software

Avaya ACE™ base software is supported on a choice of Linux and Windows operating systems.

Hardware

Avaya ACE base software is supported on the following server platforms. For 1+1 resiliency, two servers are required.

HP Proliant (Microsoft Windows OS deployments only)		IBM x Series (Linux or Microsoft Windows O.S.)		IBM BladeCenter-HT (Linux deployments only)	
Server Base	Model DL360 G6	Server Base	Model x3550	Server Base	Model HS21
Processing	1 x Quad-Core Intel Xeon Processor (2.53GHz)	Processing	1 x Quad-Core Intel Xeon Processor (2.33 GHz) or	Processing	1 x Quad-Core Intel Xeon Processor (2.33GHz)
Memory	4GB RAM Minimum 2x 73GB SAS disk (only NTFS file systems are supported on Windows deployments)	Memory	4GB RAM Minimum 2x 73GB SAS disk (only NTFS file systems are supported on Windows deployments)	Memory	4GB RAM Minimum 2x 73GB SAS disk
Other	Microsoft 2003 32-bit operating system with service pack 2 or higher DVD Drive	Other	Microsoft 2003 32-bit operating system with service pack 2 or higher (for Windows deployments only) For redundancy, power fencing must be provided by IBM RSA card (included in Avaya-provisioned hardware package) DVD Drive	Other	For redundant host deployment, power fencing is provided by the chassis Management Module (MM) on the BC-HT shelf.

Note: Two matching servers are required in order to provide 1+1 resiliency.

Note: Avaya provisions only the IBM x3550 and the HP Proliant servers. An enterprise can provision its own servers as long as they meet or exceed these minimum technical server specifications.

Avaya ACE™ Application Integration Engine requirements

Hardware

- Processing: 1 x Quad Core Intel Xeon processor (2.53 GHz)
- Memory: 4 GB on-board memory, Minimum 2x 73 GB SAS disk.
- Disk space: 50 GB
- Other: DVD drive

Software

- Windows 2003 R2 OS with service pack 2 or higher.

Learn More

For more information on how Avaya Agile Communication Environment™ can help your organization gain competitive advantage by integrating business processes with existing communications systems, contact your Avaya Client Executive, a member of the Avaya Authorized Partner program, or visit www.avaya.com.

About Avaya

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information please visit www.avaya.com.

The AVAYA logo consists of the word "AVAYA" in a bold, red, sans-serif font. The letters are closely spaced and have a slight shadow effect.

INTELLIGENT COMMUNICATIONS

© 2010 Avaya Inc. All Rights Reserved.

Avaya and the Avaya Logo are trademarks of Avaya Inc. and are registered in the United States and other countries. All trademarks identified by ®, TM or SM are registered marks, trademarks, and service marks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners. Avaya may also have trademark rights in other terms used herein. References to Avaya include the Nortel Enterprise business, which was acquired as of December 18, 2009.

03/10 • UC5082

The avaya.com logo features the text "avaya.com" in a white, lowercase, sans-serif font, centered within a solid red rectangular background.